

RESIDENT SERVICES – COMMUNITY PROGRAMS COORDINATOR

(Updated 07.20.09)

General Statement of Duties: Provides referral and informational services and programs to residents to enhance the quality of life and to meet their individual needs. Duties include resolving individual and family situations and addressing crisis situations in a timely manner. Assists residents to remain lease compliant and provides educational/resource-based programs. Addresses business critical functions impacting net operating income, eviction prevention and decreasing vacancy rates.

Supervision Received: Reports to the Property Manager and receives programmatic supervision from the Vice President of Resident Services.

Supervision Exercised: May supervise college interns and volunteers.

Essential Functions of the Position: (Any one position may not include all of the duties listed. Additional duties may be required specific to the site.)

- Works with Property Manager to address and resolve lease compliance issues with residents such as late rent, housekeeping, security, illegal activity, illegal occupants. Resolves conflict and complex issues between residents, family members and neighbors.
- Participates in joint unit inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections such as housekeeping, illegal occupants, zero-income residents and prepares for site inspections.
- Builds a sense of community through programs provided to residents by RSC and/or partner agencies.
- Assesses, counsels, recommends and/or resolves resident issues impacting resident's personal life, health and well-being, and refers residents to suitable community services and resources as appropriate.
- Provides crisis intervention to residents and responds to security incident reports.
- Fosters a positive, active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, residents, communities and outreach contacts.
- Enforces and adheres to company policies, rules and regulations.
- Prepares Resident Services Monthly Report and maintains documentation on services provided to residents.
- Meets with the Block Captains/Neighborhood Watch representatives on a monthly basis to review site issues and review any reports.
- Preserves and respects resident and applicant confidentiality.

Community Programming Responsibilities:

- Develops and coordinates monthly resident programs.
- Updates monthly calendar and property newsletter.

Minimum Qualifications:

Education and Experience: Bachelors Degree preferred in Social Work/Human Services and/or 3-5 years' equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization.

Knowledge, Skills and Abilities: Adequate knowledge of mental health, addictions, family issues, multicultural issues and elderly service delivery system. Self-starter with ability to work independently as well as with teams and resident committees. Able and willing to network and work cooperatively with community agencies. Ability to work patiently in an environment which can be challenging. Ability to handle emergency situations and pressure due to complexity and time sensitivity.



Work Schedule: Monday-Friday office hours. Evening and weekend hours may be required.

Beacon Core Competencies required for all positions:

Teamwork, Integrity/Ethics, Dependability, Customer Focus, Adaptability/Flexibility.

RSC Functional Job Competencies required:

Job Knowledge, Problem Solving/Analysis, Self Development, Organizational Savvy, Interpersonal Skills.