



California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Resident Service Coordinator

DEPARTMENT/DIVISION: Community Services

REPORTS TO: Division Director, Community Services

FLSA STATUS: Non-Exempt, Hourly

LOCATION: Mahal Plaza, Yuba City

REVISED DATE: 07/05/2024

Summary Description: The purpose of the Resident Service Coordinator is to improve the quality of life for residents by increasing residents' access to services and facilitating their participation in programs that enhance their physical, social, and mental well-being.

DUTIES AND RESPONSIBILITIES:

Under the supervision of the Division Director, Community Services, the Resident Service Coordinator:

- Develops strategies, creates new services, provides ongoing outreach, implements supportive service programming, and builds partnerships to link residents with services in collaboration with residents, management, and local community service providers.
- Calendars and brings services to Mahal Plaza residents in presentations, events, workshops.
- Creates a monthly newsletter, flyers and makes phone calls to tenants, encouraging and motivating participation in events, and identifying tenants' needs through regular check-ins and calendared forums.
- Acts as a liaison to local human service providers as a representative of California Human Development (CHD) on various task forces and community groups.
- Implements and maintains case management system; monitors and measures the performance of providers and the outcomes of services, tracks demographics, keeps documentation of services provided to the residents, maintains records and reports for compliance, conducts audits and provides reporting to required funding sources, agencies, and management.
- Maintains information regarding services to residents including tenant information in a secured location for shared access with management, unless it relates to abuse to self or others, illegal activity, or potential lease violation, which is confidential information that only the Service Coordinator has access to.
- Attends all required and assigned training and ensures continued education credits annually.
- Attends meetings and on occasion prepares and participates in additional and/or special projects as required.
- Performs professional level administrative duties involving research, analysis, reporting and identifying grants or funding for new and expanded programs in the development.
- Uses property management software for purchasing and follows funding source requirements and corporate financial policies and procedures especially as it pertains to purchasing, travel,

credit cards and expenses.

- Occasionally provides administrative backup assistance to Division Director and or Apartment Manager when directed by supervisor.
- Occasionally performs weekday and weekend on-call duties on a rotating basis as assigned.
- Coordinates tenant events such as holiday parties, National Night Out and assists with public hearings and focus groups at Mahal Plaza.
- Perform other duties as assigned.

Supervisory Responsibilities

None

Required Skills and Abilities

- Demonstrates working knowledge of supportive services and other resources for senior citizens and/or non-elderly people with disabilities, children, and families.
- Ability to travel to various locations
- Demonstrates ability to advocate, organize problem-solve, and provide results for the residents.
- Bilingual English/Spanish /Punjabi/Hindi/Farsi is highly desirable.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to draft reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Advanced knowledge of Microsoft Office including Excel, Word, PowerPoint, Publisher, and Outlook.

Education and/or Experience

- Bachelor's degree in social work, psychology, public health, gerontology, or other related fields;
- Two to three years of experience in the Social Service field or related area or related experience and/or training;
- Equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Must possess a valid California drivers' license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle.

Physical Requirements

Regularly: Sit; Manual dexterity;

Frequently: Stand; Walk; Reach with hands and arms;

Occasionally: Climb or balance; Stoop, kneel, crouch, or crawl; Taste or smell; Lift up to 50 pounds

Vision: Close vision (clear vision at 20 inches or less); Distance vision (clear vision at 20 feet or more); Color vision (ability to identify and distinguish colors); Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); Depth perception (three-dimensional vision, ability to judge distances and spatial relationships); Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus);

Work Environment

Occasionally: Wet or humid conditions (non-weather); Outdoor weather conditions; Extreme cold (non-weather); Extreme heat (non-weather);

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Reviewed by Human Resources: _____

Date: _____