



California Human Development Job Description

EMPLOYEE NAME:

JOB TITLE: Resident Service Coordinator

DEPARTMENT/DIVISION: Affordable Housing

REPORTS TO: Division Director, Community Services

FLSA STATUS: Non-Exempt, Hourly

LOCATION: Parkway Plaza, Fairfield

REVISED DATE: 09/20/2024

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 in accordance to HUD rules and regulations.

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.
- Calendar and bring services to Parkway Plaza in the form of presentations, events, workshops and create newsletter for tenants and distribute monthly in order to encourage and motivate tenant's participation in events through flyers and phone calls and to identify tenants' needs through regular check-ins and calendared forums.
- Act as a liaison to local human service providers as a representative on various task forces and community groups.
- Implement and maintain case management system including monitoring and measuring the performance of providers and the outcomes of services, demographics and keeps documentation of services provided to the residents with the use of computers to develop and maintain the records and reports for compliance, audits and reporting to required funding sources, agencies and management.
- Maintain all necessary information regarding services to residents including tenant information confidentially in a secured location only accessible to the service coordinator with limited access for the management unless it relates to abuse to self or others, illegal activity, or potential lease violation.
- Attend all required and assigned trainings and ensure continued education credits required by HUD on an annual basis.
- Attend meetings and on occasion prepare and participate in additional and/or special projects as required
- Responsible for performing professional level administrative duties involving research, analysis and reporting and identifying grants or funding for new and expanded programs in the

development.

- Use property management software for purchasing and follow funding source requirements and corporate financial policies and procedures especially as it pertains to purchasing, travel, credit cards and expenses.
- Occasionally provide administrative backup assistance to Site Manager when directed
- Occasionally perform weekday and weekend on-call duties on a rotating basis as assigned
- Actively participate in the safety program as the Safety Coordinator, unless otherwise directed, and attend monthly safety meetings, assess building maintenance issues, process and report monthly maintenance and safety reports, provide meaningful suggestions for working safely.
- Perform other duties as assigned

Supervisory Responsibilities

None

Required Skills and Abilities

- Demonstrate working knowledge of supportive services and other resources for senior citizens and/or non-elderly people with disabilities
- Ability to travel to various locations
- Demonstrate ability to advocate, organize problem-solve, and provide results for the residents.
- Bilingual English/Spanish is highly desirable
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general 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 and/or;
- Two to three years of experience in the Social Service field or related area or related experience and/or training in resource referrals or eligibility navigation services.
- Equivalent combination of education and experience.
- Master's degree in social work, psychology, public health, gerontology, or other related fields, preferred.

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; Use hands to finger, handle, or feel; Talk or hear;

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: _____