

**BATH HOUSING  
Job Description**

<b>Position Title:</b>	<b>Resident Service Coordinator</b>
<b>Department:</b>	<b>Housing</b>
<b>Reports To:</b>	<b>Director of Housing</b>
<b>Supervises:</b>	<b>N/A</b>
<b>Oversees:</b>	<b>N/A</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Last Revised/Approved:</b>	<b>August 2018</b>
<b>Pay Grade</b>	<b>I</b>

**POSITION SUMMARY:**

The Resident Service Coordinator assists Bath Housing residents in obtaining the services they require to maintain independence, self-sufficiency, and life satisfaction. The position entails independent judgment in identifying and gaining access to desired services; coordinating community outreach and community-building; and resident problem solving and crisis intervention.

The position reports to the Director of Housing and shall coordinate with staff, as appropriate. Primary responsibilities include program development and implementation and serving as a liaison with other community agencies and participants of Agency housing programs.

---

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*Resident Services*

- Assist residents in identifying the services and benefits needed to maintain independence, self-sufficiency, life satisfaction and well-being (usually through face-to-face interviews, written questionnaires, community meetings, focus groups, etc.)
- Link residents with existing services by creating a network of contact persons within the community's social service agencies to facilitate resident access to programs
- Work with residents to develop and implement new on-site services that are specific to residents' preferences, as appropriate
- Coordinate and oversee the delivery of supportive services developed for the housing complex as a whole, as well as individualized formal and informal supports
- Work with residents to develop a sense of fellowship and community using organization and facilitation skills. This may involve the development of resident associations, project-based newsletters, welcoming committees, orientation packages, support groups, etc.
- Assist residents in securing and/or creating social programming opportunities which meet the recreational, health, educational and spiritual needs of the housing community, and which enhance the quality-of-life at the development
- Participate in local program committees with service providers to ensure that program participants are linked to supportive services needed to achieve self-sufficiency.
- Work with residents to develop community-oriented activities, which build bridges between people, promote active interest in the life of the community and generate self-sufficiency

### *Program Management*

- Keep appropriate resident files
- Document referrals made and problems identified
- Maintain reports regarding service provision and resident satisfaction as required
- Develop a working knowledge of housing rules and issues such as reasonable accommodations, the lease and lease violations, etc.
- Assist in completing annual budget proposals
- Prepare reports for management, funding sources, and regulatory agencies, as appropriate

### *Communications*

- Work with management staff, families, and community social service agencies to identify and address resident problems before they reach crisis proportions
- Provide follow-up to referrals to ensure appropriate service delivery.
- Refer for case management any resident experiencing problems that threaten health, safety and continued independence, while supporting the resident in remaining at home
- Assist housing management staff, family members, and the community in understanding the changing needs of residents
- Report known incidents of potential abuse, neglect, or exploitation to Adult/Child Protective Services. (Resident Service Coordinators are not classified as Mandated Reporters by State of Maine statute.)
- Market programs to residents
- Locate, administer, and supervise student interns from area universities
- Monitor Family Self Sufficiency program, if applicable
- Plan, administer, and monitor health and wellness and other similar activities for elderly/disabled residents.
- Coordinate activities with area agencies to promote program effectiveness and eliminate duplications of services.
- Meet regularly with residents and resident groups to identify needs and to develop programs to meet these needs
- Monitor availability of grants, make recommendations re potential applications, and work with Director of Housing and Executive Director to prepare grant applications
- Coordinate activities with resident organizations
- Facilitate community collaborations through establishment of working groups
- Coordinate the establishment of Resident Advisory Committees and meets regularly with these groups
- Perform special projects and other duties as assigned
- Serves as agency representative to community advisory councils as assigned

### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform special projects and other duties as assigned.

---

### **GENERAL EXPECTATIONS:**

1. Experience with personal computers required; experience in a Windows environment, working knowledge of Microsoft Office products; ability to learn new systems quickly.
2. Good problem-solving and analytical skills.

3. Excellent interpersonal skills; good listening skills.
4. Excellent written and verbal communication skills.
5. Ability to communicate clearly and concisely and in a positive and productive manner, both verbally and in writing, with all levels of the Agency staff, landlords, community partners, tenants, etc.
6. Ability to establish and maintain effective working relationships with team members, residents, and all Bath Housing personnel.
7. Experience in dealing with low-income residents and the issues they face. Must be experienced in working in a multiple task environment and organizing activities.
8. Must possess a working knowledge of issues facing low-income families, elderly and disabled persons.
9. Must have a working knowledge of the resources available in the community.
10. Must possess a general understanding of HUD regulations, Agency policies and procedures, and other relevant laws and regulations.
11. Must be able to work effectively with broad constituency such as residents, BHA staff, and the community at large.
12. Must be organized and have ability to maintain accurate records of all programs and services.
13. Must be able to maintain a stable disposition in situations of stress and conflict.
14. Must possess independent judgment, be self-motivated, and have initiative.
15. Ability to ensure a safe, respectful and inclusive work environment and promote, support and facilitate teamwork and harmony among staff.
16. Ability to model and support a culture of strong customer service.
17. Must be able to respond to emergencies and work flexible hours when necessary.
18. Ability to maintain confidentiality in all assignments
19. Ability to respond to all situations in a calm controlled manner.

---

---

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical**

- Strength: Must be able to occasionally lift, pull and move up to 15 pounds.
- Manual Dexterity: Must have the ability to frequently operate equipment listed below and frequently perform moderately difficult manipulative tasks including data entry, writing and filing.
- Coordination: Must be able to occasionally drive a car.
- Mobility: Must be able to frequently sit for long periods of time and occasionally walk, reach with hands/arms and climb stairs.
- Speech: Must be able to continuously articulate and communicate clearly and precisely when giving directions or interacting with staff, professionals, government officials, partners, property owners, boards, clients and contractors.
- Emotional Stability: Must be able to continuously deal effectively with stress created by personnel issues, multiple tasks, noises, interruptions and multiple priorities and work cooperatively as part of the team while maintaining a pleasant, professional demeanor.

**Sensory**

- Vision: Must be able to continuously read small print and adjust focus.

- Hearing: Must be able to frequently receive verbal instructions, communicate with others and answer a phone with some background noise.

#### Cognitive

- Concentration: Must be able to continuously concentrate on fine details with frequent interruption.
- Attention Span: Must be able to frequently attend to tasks, meetings and seminars for more than 60 minutes at a time.
- Conceptualization: Must be able to frequently understand and relate to several ideas at a time and interpret a variety of instructions furnished in written or oral form.
- Memory: Must be able to continuously remember multiple verbal and written tasks/assignments over long periods of time in order to coordinate multiple projects while following company policies and government regulations.

---

#### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed both in an office environment and inside apartments and community rooms.
- Occasional exposure to dust in storage areas.
- Noise level is usually moderate.
- Frequent exposure to VDT radiation.

#### **EQUIPMENT USED:**

- Phones
- Computer, copier, printer, fax
- Assorted office supplies
- Automobile

#### **QUALIFICATIONS NEEDED FOR POSITION:**

**Experience and Skill Requirements:** The following requirements and skills are considered essential:

- Bachelor's degree with a major in social work, sociology, psychology, or other appropriate field is preferred. Any equivalent combination of work experience and training in aging, human or social services, other appropriate field may be acceptable
- Knowledge of community support services available to residents as well as the eligibility requirements for accessing those services
- Demonstrated ability to advocate, organize, problem-solve and provide results for individuals and families.
- Ability to listen to and assist residents in defining their problems, to help identify possible solutions and resources, and to establish trusting relationships with residents; individually, and as a group
- Ability to seek input from residents, to research possible service vendors, to evaluate services delivered and make adjustments, if needed.
- Ability to develop community-oriented activities that build bridges between people, promote active interest in the life of the property, and generate resident self-sufficiency

- The incumbent must have a sufficient level of computer skill to effectively use the systems (e.g., word processing, recordkeeping, and reporting), email, and the Internet in use by the agency as a routine part of daily work activities
- The incumbent must maintain any required professional licenses and professional training.

**Education/Skill Requirements:** The following education requirements are considered essential:

- Bachelor’s Degree or equivalent experience
- Proficiency with use of Microsoft office products.
- Must have a valid driver's license and reliable transportation to meet the job requirements.

---

**\*\* All requirements and skills are considered to be essential, unless otherwise indicated. \*\***

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

**The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date