



Job Title: Resident Services Coordinator

Department: Resident Services Department

Reports To: Resident Services Supervisor

Job Status: Permanent, full-time (40 hrs/week), with membership into SEIU Local 1021, required

Salary Range: \$30,548-\$32,100

About Our Organization:

Mission Housing Development Corporation develops high-quality, well-managed, affordable, sustainable homes and communities that promote the self-sufficiency of low and moderate income families, seniors, and persons with diverse needs. Mission Housing offers technical assistance to service providers to help them develop affordable housing that meets the needs of special populations.

Its Resident Services component seeks to foster healthy communities and promote self-sufficiency by improving community relations, facilitating access to resources, and providing opportunities for personal goal achievement for residents of MHDC housing communities.

Job Duties and Responsibilities:

Community Resources:

- Identify the strengths of residents for asset-building and personal development as well as their needs for supportive services.
- Meet with residents on an individual and as-needed basis to establish workplans and document progress.
- Research, identify, and link residents with resources such as rental assistance, transportation, adult education, health services, and employment assistance.
- Maintain confidential records of resident interactions and referrals made.
- Establish relationships with government and community service providers.
- Inform and assist residents with obtaining benefits such as SSI, Medicare, food stamps, and prescription drug assistance.
- Work closely with Property Management staff to identify specific supportive needs as related to lease violations and household stability.
- Provide community resource information to new residents upon move-in.
- Compile information and eligibility requirements for neighborhood and City-wide resources.
- Organize community resource displays with information and applications.

Programs and Activities:

- Implement core programs and services objectives outlined in the Resident Services Plan, along with services required by regulatory and grant agreements.
- Explore and provide on-site educational speakers, workshops, and activities about health issues, financial literacy, computer training, job searching, and other life skills.
- Work with Property Management to schedule and coordinate the usage of Community Room space and oversee programs and activities conducted
- Recruit and supervise volunteers to assist with programs.

- Assist residents in building informal support networks with other residents, family members, and friends.
- Create opportunities for residents to get involved with community activities.
- Coordinate resident training for leadership roles, such as developing and implementing beneficial programming.
- Organize on and off-site community-building events.
- Create opportunities for residents to access technology training and computer access.
- Encourage and support residents in the formation of on-site groups such as Resident Councils, building safety monitors, and social clubs.
- Actively support the democratically-elected Resident Council.
- Mediate disputes between residents or refer parties to mediation services such as Community Boards.
- Facilitate activities for holidays such as Thanksgiving dinners and end-of-year holiday celebrations.
- Exchange resources with other Resident Services staff and collaborate on programs and community-building activities, as appropriate.
- Produce a monthly calendar of events and activities

Administration:

- Maintain timesheets, monthly service reports, grant reports, activities budgets, resident files, and other required paperwork.
- Maintain collaborative relationship with Property Management staff and actively participate in site staff meetings to address property needs and resident issues.
- Work with Supervisor to budget funds for resident services.
- Participate in weekly building team meetings.
- Attend networking meetings like the Supportive Housing Network meetings to share funding and program ideas with other housing and service providers.
- Perform other duties as assigned.

Required Skills and Qualifications:

- Bachelor's degree in Social Work or related field **or** 3-5 years experience in community services coordination and social service delivery.
- Experience working with formerly homeless and very-low income older individuals.
- Ability to constructively work with people with mental health, substance use, disability, and legal issues.
- Knowledge of Federal and State benefits programs and local services.
- Demonstrated skills in leadership and community building.
- Excellent interpersonal skills including proven ability to work effectively with people of diverse backgrounds.
- Enthusiasm, patience, strong initiative, and desire to make a positive difference in the lives of residents.
- Experience in program design, implementation, and evaluation.
- Ability to articulate ideas clearly and professionally in both a written and oral manner.
- Ability to work independently and as part of a team.
- Ability to maintain confidentiality of sensitive information.
- Ability to follow through and complete job duties.
- Proficiency in MS Word, Excel, Internet, and e-mail.
- Professional commitment to the mission of Mission Housing Development Corporation.

Mission Housing Development Corporation is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of race, color, ethnic background, religion, sex, sexual orientation, age, national origin, or disabilities. Please let us know if you need any special accommodations.

Mission housing Development Corporation is a drug free work place as required by the “Drug-Free Workplace Act of 1988.

SALARY

MHDC is an established leader in nonprofit housing. We offer a highly competitive salary and an excellent benefits package for employees and eligible dependents.

To Apply:

Please email resume and cover letter with salary requirements to ecrodriguez@missionhousing.org, via fax to 415-864-0378, or mail to Mission Housing Development Corporation, attn: Ellie Rodriguez, 474 Valencia Street, Suite 280, San Francisco, CA 94103.