

POSITION TITLE: Resident Services Coordinator

DEPARTMENT: Family & Resident Services

STATUS: Non-Exempt

SALARY: \$50,000, annually

POSITION SUMMARY:

The Resident Services Coordinator assesses the supportive service needs of eligible residents at two sites managed by the Worcester Housing Authority, helping to improve quality of life; enabling elder residents to age-in-place; and assisting others to achieve self-sufficiency. The Resident Services Coordinator is responsible for developing and implementing programs and services for residents, connecting residents with needed resources, working with existing partners, and establishing new partnerships to leverage additional resources and opportunities for residents. The position provides direct services to residents including social events, access to life skills classes, as well as educational and computer workshops. This position will split time between Holden Housing Authority and Worcester Housing Authority properties.

This is a full-time, fully benefited, onsite (not remote) position located in Worcester and Holden, MA. The position requires frequent driving to various WHA properties to meet with residents, so a valid, insurable driver's license and reliable transportation are required. Bilingual (English/Spanish) candidates are strongly preferred.

ESSENTIAL FUNCTIONS:

1. Conducts outreach to residents in order to inform them of the program and available services.
2. Effectively recruits and enrolls program participants.
3. Works with program participants to develop individual service plans, identifying needs and defining clear and measurable goals.
4. Coordinates referrals to and/or provides onsite support services for participants, including assisting participants in completing necessary applications and enrollment forms.
5. Meets with participants in person, by phone, and in writing, regularly.
6. Develops and maintains a comprehensive network of educational, financial, mental health, substance abuse, and other supportive services for participants by building relationships with service providers, with an emphasis on providing onsite services to residents.
7. Creates and maintains a directory of available service resources.
8. Arranges education sessions on topics such as tenant rights and responsibilities, financial literacy, employment, elder abuse, aging-in-place, and maintaining independent living.
9. Acts as a liaison and advocate for the residents, working collaboratively with Property Management and Maintenance staff to meet resident needs and resolve issues.
10. Tracks and monitors progress of program participants and re-evaluates services for adequacy.
11. Maintains electronic records for each program participant within the electronic record database, documenting and submitting case notes accurately and timely, tracking metrics and progress, and reporting on outcomes as requested.
12. Participate in the annual budgeting process for the property, including maintaining accurate recording and tracking of expenditures.

13. Meets WHA objectives, as well as any grant-specific or government-mandated service goals.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Bachelor's degree in social work or related field.
2. Minimum of two years' experience in social work, case management, community development, and/or serving low-income persons.
3. Knowledge of social services/agencies focusing on assistance to low-income/at-risk elders.
4. Experience organizing community groups, events, or programs.
5. Ability to work effectively and professionally with diverse populations, persons with mental health issues, multiple perspectives, and competing needs.
6. Understanding of the issue of poverty and its causes.
7. Proven ability to establish goals and evaluate measurable positive outcomes with clients.
8. Ability to read, write, and speak English well; bilingual (English/Spanish) candidates preferred.
9. Strong interpersonal and organizational skills; ability to work independently.
10. Adept at using Microsoft Office 365 (Word, Excel, Outlook, Teams) and quickly learn new computer software programs;
11. Ability to maintain confidentiality.
12. Must be able to comfortably walk distances and climb stairs while working.
13. Possession of a valid, insurable driver's license and reliable transportation.
14. Ability to be relied upon to be available for work.