



Job Description

Title: Resident Service Coordinator
Department: Property Management
Reports to: Director of Property Management
FLSA Status: Full-time, Non-Exempt
Salary: \$19.23 - \$24.03 per hour

About Community Housing Development Corporation

Here at CPMC we strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. CPMC is committed to building a staff that is rich with cultural, social, and experiential diversity.

POSITION SUMMARY

Under the general supervision of the Director of Property Management, the Resident Services Coordinator will work to provide direct social services to residents living in affordable housing in one or more resident properties own by the organization. She/he/they will be responsible for assuring that effective customer service is provided to all prospective and current tenants by utilizing in-depth knowledge of the property grounds and by promoting a high-quality of living experience for residents.

RESPONSIBILITIES:

- Conduct intake, orientation, and needs assessment of residents, constructing an appropriate customized services plan that identifies services/benefits that best fit their needs
- Provide direct services such as case management, information and referrals, and translation assistance
- Complete detailed case notes, thoroughly documenting referrals, services plans and outcomes
- Develop on-going cooperative network of government and social service agencies
- Serve as an advocate and liaison for residents with service agencies and/or property management
- Implement activities that promote a healthy community among residents, facilitating support groups, youth programs, social celebrations, and resident empowerment
- Plan and coordinate on-site and off-site social/recreational activities that may include, but not be limited to the following: arts & crafts programming; health, safety, and nutrition workshops; holiday celebrations; outings; financial literacy classes; and youth activities
- Support resident leadership and empowerment, assisting in the development and establishment of a Residents Council
- Accurately complete and submit timesheets by deadlines, reporting hours of work performed and allocating time to proper funding sources
- Complete/maintain service reports, grant reports, activities budgets, program files, and required paperwork
- Maintain thorough resident files on all work performed, including intakes, needs assessments, service plans, referrals, and outcomes
- Assist in the processing of grant applications as needed



- Conduct surveys to assess resident needs, tabulating survey results to evaluate programs and plan relevant services for the community
- Create monthly calendar of events and activities, producing outreach flyers and quarterly newsletters
- Other duties as assigned

QUALIFICATIONS:

- Bachelor's Degree in Social Work or related field is preferred and/or 5+ years of experience in the field of work
- One year of experience in developing, organizing, and implementing group activities/workshops
- Ability to work effectively with culturally diverse populations
- Extensive experience in coaching, counseling and problem solving
- Compassionate, supportive, and emotionally mature professional, able to remain responsive to resident needs while attending to multiple tasks
- Knowledge of public benefits and how to screen for benefits eligibility
- Experience working with on-site Property Management to promote housing stabilization/retention for low-income residents
- Familiarity with the resources available in the neighborhood and surrounding neighborhood of the work site
- Strong communication skills and the ability to work effectively with residents, families, and vendors
- Experience with Microsoft Office applications
- Willingness to work a demanding and flexible schedule, including nights and weekends
- A background clearance is required
- Proof of full vaccination is required from Covid-19

PHYSICAL REQUIREMENTS:

- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, meet with residents, and climb flights of stairs if needed.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.
- Must be able to lift at least 25 pounds.

I, _____ have read the above job description and I am able to accomplish the responsibilities of this position

_____ without the need for accommodations.

_____ with the following accommodations.



Signature

Date

[Equal Opportunity & Equity Statement](#)

Community Housing Development Corporation is an equal opportunity employer that values diversity as central to our work serving The Bay Area. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.

October 2021