Internal Job Posting

Position: Resident Services Coordinator

EP: 16

Location / Department: Arch Street - Phila, PA / CPM

Posting Date: Thursday January 22, 2015

Posting Expiry Date: Wednesday January 28, 2015

Primary Purpose of Position: The Resident Services Coordinator is responsible for working with specially identified populations, which include Veterans, Survivors of Domestic Violence and residents who exhibit Hoarding Behavior. The overall responsibility of the Resident Services Coordinator is to ensure that these residents have access to all entitlements and benefits that they are eligible for including public benefits, counseling services, legal services, housekeeping, home health aides, etc.

Essential Duties and Responsibilities

• Assists residents in complying with the terms of the lease.
• Provides, when applicable, guidance and assistance in the rental subsidy process, e.g. Section 8 application and certifications/re-certifications.
• Assesses residents’ needs and develops service plans for addressing needs with residents.
• Assists residents with lease compliance issues (e.g. housekeeping, late rental payments and recertifications). This includes locating, coordinating, and monitoring necessary and appropriate services for residents with these service needs.
• Coordinates and facilitates workshops, support groups, etc. to address the specific needs of those being served.
• Coordinates and provides regular contact with residents primarily through face to face meetings within their home, and/or phone contact specific to each individual’s/family’s needs.
• Establishes relationships with service providers, develops mechanisms for referral and follow-up. Maintains relationships with agencies on behalf of residents.
• Provides information to residents regarding community resources.
• Attends case conferences, as necessary, with agencies serving individuals/families within portfolio.
• Promotes and encourages residents in acquiring skills for coexisting with other residents. Conducts mediation/conflict resolutions, as needed, with residents.
• Maintains and updates documentation required for resident service files on a regular basis.
• Maintains and updates service reports, containing resident and family survey information and progressive results for quality assurance purposes.
• Understands, promotes, and projects the corporate mission while performing the above mentioned tasks and responsibilities.
• Participates in additional and/or special projects as required from time to time by management.

Requirements and Qualifications:

• Bachelors Degree in Human Services field is required. Bachelors degree in Social Work preferred.
• A minimum of two years experience working with low-income families in human services is required.
• Experience working with veterans and/or survivors of domestic violence is preferred.
• Sanctuary Model training and/or trauma-informed training/certification is preferred.
• Education and training on Hoarding Disorder is preferred.
• Excellent written and verbal communication skills. Good interpersonal skills and strong organizational, analytical and problem resolution skills. Must be able to multi-task in an environment with rapidly changing priorities.
• Experience with Microsoft Word and Excel.
• Licensed to drive a motor vehicle; access to an insured motor vehicle in good working conditions that will be driven daily for work.

Interested applicants should forward resume to:

Name: Cathy Avery
Position: Human Resources Manager
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