

Job Overview

The Housing Authority of the Town of Enfield is among the original public housing authorities in the State of Connecticut with a vast portfolio of housing programs including Elderly/Disabled, Congregate, Moderate Rental and Housing Choice Voucher programs.

The Housing Authority of the Town of Enfield is seeking a qualified Resident Services Coordinator (RSC) to service our diverse population of residents in Enfield, CT. The ideal candidate will have experience connecting residents to social services, managing varying personalities and planning social events. We are seeking a compassionate, dedicated team player with excellent time management and organizational skills and a love for helping people.

Responsibilities

1. Identifies resident needs, matches needs and refers residents to proper supportive agencies, counsels new residents on policies.
2. Provides general assistance and advocacy related to supportive and social services to all Authority residents; provides up to date information and clarification regarding available supportive programs and social services.
3. Develops and maintains linkages with community resources in order to remain current regarding information and services available to address resident needs.
4. Acts as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
5. Promotes a positive social climate that fosters residents' psychosocial wellbeing by developing, implementing and monitoring educational and therapeutic programs for resident participation.
6. Provides assistance in resolution of inter-resident conflicts and resident-family difficulties.
7. Schedules and makes follow-up home visits to residents where problems concerning adherence to Authority policies are detected, and counsel residents as required.
8. Monitors and responds to resident complaints, disputes and noted problems in order to make resolutions, and maintains a quality living environment.
9. Plans and implements resident activities in the area of self-improvement, education attainment, employment opportunities, recreational activities for adults and youth, drug awareness and education, and general housekeeping.
10. Develops and implements social programs for all residents.
11. Counsels residents in the area of finance, budgeting, housekeeping, parenting, medication, drug/alcohol abuse, personal security, and other areas of interest to residents.
12. Identifies grant and other funding opportunities for resident programs, coordinates with the Portfolio Director, and prepares grant/funding applications as directed.

Requirements

1. Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.
2. Ability to speak in public and to present ideas and information in a clear and concise manner.
3. Ability to effectively plan and organize resident meetings, public hearings, community activities and large social events.
4. Ability to deal tactfully and effectively with residents and the general public.
5. Graduation from an accredited college or university with major course work in social services, or counseling.
6. At least four years' experience in resident services, counseling, or related area interacting with low-income persons; or a combination of education, training, and experience equivalent to the above.
7. Possession of a valid State of Connecticut driver's license.
8. Ability to be covered under the Housing Authority's vehicle insurance policy and fidelity bond.
9. Willing and able to work alone with residents in their home and in group meetings.

Company Overview

Organized in 1948, the Housing Authority of the Town of Enfield is among the original housing authorities in the State of Connecticut focusing on meeting the housing needs of the community by developing and managing programs that result in high performing, sustainable and fiscally responsible housing.

The Housing Authority of the Town of Enfield is a proven leader in the housing industry by providing services to over 600 families in Enfield and surrounding towns. We promote safe, decent, sanitary, drug free and smoke free housing opportunities.

The Housing Authority of the Town of Enfield is looking for a dedicated individual who can contribute their skills in a collaborative environment in service to our residents. In return, we offer competitive compensation and a generous benefits package including health, vision, life insurance, 457 Plan, paid sick and vacation, 12 paid holidays a year, pension, and an employee assistance program. The Housing Authority of the Town of Enfield is an equal opportunity employer.

Housing Authority of the Town of Enfield
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