

HOUSING AUTHORITY OF THE TOWN OF ENFIELD

Position Description

Classification: Resident Services Coordinator

Supervisor: Portfolio Director

Effective Date: _____

Position Summary:

This is a highly responsible position for the coordination, implementation, and maintenance of resident and social services programs for the residents of the Housing Authority. The work involves a high level of contact with the residents of the Authority and the community at large. Performance is measured by such factors as resident retention and satisfaction, lower tenant accounts receivable, reduction in evictions for lease violations, and other factors relating to this position.

Dedicates half of the time to Congregate House residents assessing the individual needs of residents and working with them to establish and maintain linkages to needed supportive services in order to help maintain residents' independent living status. Maintains regular contact with identified frail residents, monitors the delivery of supportive services and advocates for change in services desired or requested by the resident.

Provides support and relief coverage for the Congregate Housing Coordinator as directed by the Portfolio Manager.

Major Duties and Responsibilities: (illustrative, not all inclusive)

1. Interviews all residents in coordination with the Congregate Housing Coordinator, State Housing Programs Coordinator, and Section 8 Coordinator, identifies resident needs, matches needs and refers residents to proper supportive agencies, counsels new residents on policies, conducts thirty-day occupancy follow-up to assure compliance, and takes appropriate corrective actions as may be warranted.
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

RESIDENT SERVICES COORDINATOR

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. Works cooperatively with residents and their families when planning for relocation to a nursing home or long-term care facility is required.
6. Promotes a positive social climate that fosters residents' psychosocial well being by developing, implementing and monitoring educational and therapeutic programs for resident participation.
7. Provides assistance in resolution of inter-resident conflicts and resident-family difficulties.
8. Plans and conducts training for Authority employees to educate staff regarding the elderly, disabled and other residents the Authority serves (i.e., normative aging process, aging in place, handicap accessibility, etc), programs established to address the needs of residents, and available community supportive services.
9. Schedules and makes follow-up home visits to residents where problems concerning adherence to Authority policies are detected, and counsel residents as required.
10. Assesses resident needs and makes social service agency referrals as deemed appropriate.
11. Monitors and responds to resident complaints, disputes and noted problems in order to make resolutions, and maintains a quality living environment.
12. Monitors activities within Authority properties and reports unusual, unsafe, illegal and unhealthy situations observed to appropriate personnel or other agencies depending on the nature of the situation observed.
13. Publishes monthly newsletter for residents.
14. Monitors violations of lease provisions and Authority policies and reports noted violations to the appropriate functional area.
15. Develops and works with others to establish Family Self-Sufficiency, Homeownership, and other "quality of life enhancement" programs.
16. 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.
17. Develops and implements social programs for all residents.

RESIDENT SERVICES COORDINATOR

18. Counsels residents in the area of finance, budgeting, housekeeping, parenting, medication, drug/alcohol abuse, personal security, and other areas of interest to residents.
19. Provides support and relief coverage for the Congregate Housing Coordinator as directed by the Portfolio Manager.
20. Provides support to the Moderate-Rental and Elderly Housing Programs as directed by the Portfolio Manager.
21. Identifies grant and other funding opportunities for resident programs, coordinates with the Portfolio Manager, and prepares grant/funding applications as directed.
22. Performs other duties as assigned by the Portfolio Manager.

Required Knowledge, Skills and Abilities:

1. Knowledge of the general operations and procedures of a Public Housing Authority (PHA).
2. Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
3. Knowledge of the local, state, and federal laws governing public, congregate, elderly, moderate rental and other subsidized housing programs.
4. Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.
5. Knowledge of social trends and economic conditions and their application to overall community service programs, and knowledge of the sources and availability of information relating to social services with the ability to secure the confidence and cooperation of other public agencies.
6. Knowledge of report preparation techniques and procedures and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents.
7. Knowledge of modern office equipment including copiers, personal computers, calculators, facsimile machines, telephone systems etc.
8. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority, State and HUD.
9. Ability to work independently under broad guidance.

RESIDENT SERVICES COORDINATOR

10. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
11. Ability to evaluate and disseminate factual information and develop proposals to promote solutions to resident educational, social, recreational and civic problems.
12. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
13. Computer literate with word processing and electronic spreadsheet experience.
14. Respect and empathy for low-income families.
15. Ability to speak in public and to present ideas and information in a clear and concise manner.
16. Ability to effectively plan and organize resident meetings, public hearings, community activities and large social events.
17. Ability to deal tactfully and effectively with residents and the general public.

Physical Nature of the Position

Position requires the following physical abilities:

1. Ability to sit, stand, or walk for extended periods
2. Ability to communicate orally and in writing
3. Ability to carry, handle, and move file folders, pens, and other common, light office materials
4. Ability to physically operate a variety of automated office machines, including computers, copiers, printers facsimile machines, telephone, etc.
5. Ability to read housing publications and related materials
6. Ability to physically inspect units, grounds, and common areas; such inspections may involve climbing, kneeling, crouching, and/or stooping

Position may be exposed to the following on a regular basis:

1. Verbal abuse
2. Odors
3. Vision strain
4. Noise
5. Airborne particles
6. Repetitive motion

RESIDENT SERVICES COORDINATOR

Minimum Qualifications

1. Graduation from an accredited college or university with major course work in social services, or counseling; and,
2. At least four years experience in resident services, counseling, or related area interacting with low-income persons;
3. Or a combination of education, training, and experience equivalent to the above.

Special Requirements

1. Possession of a valid State of Connecticut driver's license.
2. Ability to be covered under the Housing Authority's vehicle insurance policy.
3. Ability to be covered under the Housing Authority's fidelity bond.
4. Willing and able to work alone with residents in their home and in group meetings after hours and on weekends.
5. Willing and able to work flexible hours.