



St. Vincent de Paul Society of Lane County, Inc.

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Job Description for the SVDP Resident Services Coordinator (RSC)

The St. Vincent de Paul Resident Services team is looking for enthusiastic Resident Service Coordinators (RSCs) to join their dynamic team. Year after year SVdP continues to provide our community with increased and better options for affordable housing and our Resident Services Team plays a tremendous role in doing so. The Resident Services program works to promote self-sufficiency and find new and engaging ways to educate tenants about community resources that will ultimately assist them with personal goal achievement. This is a full-time position with the responsibility for coordination of tenant services. RSCs work with one or more affordable housing developments, including occasional evening and/or weekend hours to accommodate events and other tenant activities. This position works closely with the Housing and Property Management staff and reports directly to the Resident Services Supervisor and the Property Management Director.

Responsibilities

1. Welcome new residents (and establish contact with existing residents) and explain the resident services program, the offerings, and the RSC role in providing information and support to access local services.
2. Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency.
3. Identify, develop and maintain referral partnership relationships with community service providers that can effectively assist residents to achieve self-sufficiency and improve well-being.
4. Identify and assess individual and family needs when appropriate; inform residents of available resources and provide support in accessing services successfully.
5. Plan and implement one community building activity per month in each development to improve social connections to facilitate a sense of community.
6. Work with volunteers and community resources to develop and implement one after-school program per week as appropriate for the development, including homework club, kids' club fun activities, and summer camp.
7. Coordinate the Extra Helping program food distribution in each development.
8. Connect with different community service providers to coordinate at least one educational program of interest per quarter in each development which may include employment services, renter/home ownership education, financial literacy, legal services, creative nutrition, parenting strategies, etc.
9. Work with the property management staff when a resident is identified as being in danger of eviction and offer linkages and referral support to the resident to positively correct the situation.
10. Work with Property Management in mediating conflict between residents.
11. Track, report, and submit timely the outcomes achieved by RSC efforts, such as number of resident participants in each activity, number of referrals made, number of service providers bringing information to developments, and whether each activity helped each resident positively. Use outcomes data as the basis for program improvement.
12. Complete other housing and resident related assignments as directed by the supervisor.

Qualifications

The successful candidate for the RSC position will possess:

1. An associate's degree or bachelor's degree plus a minimum of one year of experience working with people of low-income; or, a minimum of three years of documented experience working with people of low-income, community development or community organizing.
2. Demonstrated experience in motivating others, coaching, or working effectively with groups.
3. Knowledge of the local human services system or a proven ability to quickly develop such knowledge.
4. Skills to create and maintain healthy professional boundaries when interacting with staff and tenants.
5. Demonstrated experience in designing, planning, and implementing activities.
6. Strong verbal, written and interpersonal communication skills.
7. Experience in successfully working with diverse populations and cultures.
8. Skills to work well with children.
9. Ability to effectively document tenant issues/complaints.
10. Motivation to work independently, and with volunteers and staff as part of a team.
11. Good conflict resolution and mediation skills; ability to complete assignments that sometimes occur in a stressful environment.
12. Capabilities to establish, track, measure, and report the program activities and the outcomes in effectively helping residents to achieve opportunities.
13. Strong organizational skills.
14. Must have own, reliable vehicle. Valid Oregon driver's license, insurable, and driving record provided.
15. Food handler's permit required. This can be provided at the time of hire. Ability to lift 30-40lb food boxes of produce and bread.

Helpful Skills

1. Enthusiasm in working with people of all ages, ethnicities, and backgrounds.
2. Knowledge about the daily realities facing low-income people.
3. Some background and experience with affordable housing programs.
4. Community gardening skills.
5. Computer and technology proficient.
6. Spanish language skills beneficial.
7. Awareness of the challenges that those with mental/developmental disabilities face.

To apply, access and complete the SVdP employment application. Return it by email, snail mail or in person per the instructions.