



**PROPERTY MANAGEMENT
FULL TIME
RESIDENT SERVICES COORDINATOR
JOB DESCRIPTION**

POSITION TITLE: Resident Services Coordinator
SUPERVISOR: Resident Services Manager
SALARY: Full Time (40hrs) \$19/hr.

POSITION SUMMARY:

The Resident Services Coordinator's (RSC) mission is to assist residents to live independently and self-sufficiently. The RSC accomplishes this by informing residents of available resources, offering choices, and assisting them in obtaining the services they choose to use. The RSC is committed to working with people in a way that is nonjudgmental, non-intrusive, confidential, and that promotes resident empowerment, retention, and quality of life.

GOALS:

- Increase ability of residents to uphold lease obligations (timely rent payment, proper unit maintenance, quiet and peaceful enjoyment of the property for residents and neighbors, etc.)
- Support efforts that enhance a resident's quality of life.
- Build healthy communities through the active participation and cooperation of the property management team, community agencies, and the residents.
- Facilitate access to support programs and/or intervention to stabilize families in need through coordination with community resources.

RESPONSIBILITIES:

- Set a tone of inclusion, non-discrimination, and respect for all in the resident community.
- Identify and assess need for assistance; educate on available resources; link and connect residents with appropriate programs and services as requested.
- Work with the on-site managers to address resident or community concerns.
- Monitor and address tenant lease violation(s), and work with the tenant to prevent the violation(s) from continuing.
- Work with property management and the on-site manager when a resident is identified as being in danger of eviction; support tenant retention; offer linkages and referral support to the resident to prevent reoccurrences.
- Develop and coordinate weekly and monthly resident events as it applies to the property.
- Track, report, and submit timely records each month.
- Encourage residents' self-advocacy and empowerment in meeting their social, psychological, physical, economic, and other self-sufficiency goals.
- Complete other housing and resident related tasks as directed by your supervisor.

QUALIFICATIONS:

- An associate’s degree or bachelor’s degree plus a minimum of one year experience working with people of low-income; or, equivalent experience working with people of low-income, community development, or advocacy.
- Computer proficient and ability to use smartphone, email, Microsoft Office Suite, and other programs necessary.
- Demonstrated experience in motivating others, coaching, or working effectively in groups.
- Knowledge of the local human and social services system.
- Skills to create and maintain healthy professional boundaries.
- Demonstrated experience in designing, planning, and implementing activities.
- Strong verbal, written, and interpersonal communication skills.
- Demonstrated skills working with children, the elderly, people with disabilities, and those that do not speak English as a primary language.
- Strong ability to effectively document tenant issues/complaints.
- Able to communicate effectively with residents, coworkers, and others.
- Ability to work independently with minimal direction as well as part of a team.
- Demonstrated conflict resolution and mediation skills.
- Must have own, reliable vehicle, valid Oregon driver’s license, and be insurable.
- Food handler’s permit required. This must be acquired no later than 2 weeks from hire date. Ability to lift 30-40lb food boxes of food and donations.

HELPFUL SKILLS:

- Enthusiasm in working with people of all ages, ethnicities, and backgrounds.
- Knowledge of the daily realities and stressors facing people with low-incomes.
- Knowledge of the mental, emotional, and physical impacts of trauma.
- Awareness of the challenges that those with different disabilities face.

I understand that this list may not exhaust every situation and that Property Management reserves the right to assign additional duties deemed necessary. I understand the above duties and responsibilities which have been described for the Resident Services Coordinator position. I agree to perform the listed job duties, as well as any other duties assigned while an employee of St. Vincent de Paul.

The attachments, Confidentiality Policy and Ethical Principles, are an addendum to this job description. This is not a contract.

This agreement supersedes any prior agreements.

RSC Signature Date

RSC Manager Signature Date