



## **Resident Service Coordinator Team Lead**

The Resident Services Team Leader supports the Resident Services Manager and Resident Services Coordinators. This position includes RSC standard responsibilities along with expanded duties. The RSC Team Leader is committed to working with the team in a way that is empathetic, confidential, and promotes resident and staff empowerment and retention.

Support the RSC Manager and RSC team in accomplishing the mission and goals of SVDP and the Resident Services department.

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 onsite managers in providing education for residents to promote stability and retention.
- 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.
- Process mileage reimbursements.
- Review newsletters prior to publication.
- Mentor RSC's as requested.
- Become fully trained and knowledgeable in documentation tools and software.
- Assist RSC Manager in developing and implementing ongoing training for RSC's
- Complete other housing and resident related tasks as directed by your supervisor.

### **QUALIFICATIONS**

- 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.
- Extreme attention to detail.

- 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.
- Ability to work independently with minimal direction, as well as part of a team.
- Demonstrated conflict resolution and mediation skills.
- Ability to manage time-sensitive tasks well.
- Experience working in a related field.
- Experience managing projects and personnel effectively and positively.
- Understanding of resident needs and barriers to success.
- Ability to confront uncomfortable situations respectfully and professionally.
- Must have own, reliable vehicle, valid Oregon driver's license, and be insurable.
- Food handler's permit required.
- Ability to lift 30-40 lbs.

**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.
- Spanish language skills beneficial.
- Awareness of the challenges that those with different disabilities face.

Job Type: Full-time

Pay: \$21.00 per hour

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_