

# Rural Communities Housing Development Corporation

## Position Description

<b>Position Title</b>	<i>Resident Services Coordinator</i>
<b>Position Class</b>	<i>Non-Exempt</i>
<b>Supervisory Responsibilities</b>	<i>None</i>
<b>Reports to</b>	<i>Director of Property Management</i>
<b>Work Site</b>	<i>Corporate Office and Property Sites</i>

### General Duties and Responsibilities

The Resident Services Coordinator (RSC) works directly with the department director, senior and regional managers, site staff, service providers and residents providing significant social services and community building programs at all RCHDC properties. The RSC develops and promotes a program service culture that supports successful tenancy, promotes well-being and mutual respect, and provides appropriate resources and education that benefit the residents.

The RSC is responsible for developing partnerships with community agencies to create new programs and service benefits for our residents including training opportunities to further the mission of RCHDC in a manner that engages the RCHDC Board of Directors. The RSC creates individualized housing plans for residents with specialized needs that require housing. The RSC facilitates the placement of these individuals, as well as facilities housing retention programs and conferences to help keep these individuals housed.

The RSC researches, schedules and coordinates resident enrichment courses through various service providers and organizations with the objective to improve the resident's quality of life. The RSC is responsible for the development of community specific plans for educational opportunities to keep residents engaged in the housing provided. Through increased resident empowerment, the RSC will continue to facilitate programs to help integrate residents into the larger surrounding community.

In addition, the RSC educates residents, staff and management on the benefits of effective Green Resource Management and positive conservation efforts. These training courses will focus on a community based effort to help reduce the overall carbon footprint at each community. Reducing the consumption of limited resources and proper education about recycling will help empower residents to be more responsible members in their local housing community as well as the community as a whole.

### Job Duties and Responsibilities

1. Work closely and effectively with the Department Director, Senior Regional Manager, Regional Managers, Property Managers, and Asset Manager to ensure effective and efficient operation of the Property Management Departments Resident Services Program.
2. Engage the RCHDC Board of Directors to participate in the design and implementation of the individualized housing plans program, housing retention programs, service programs and conferences.
3. Develop and administer needs assessment tools to determine service residents need/want and to measure outcomes and satisfactions.
4. Routinely perform site trainings for staff on social coordination with residents for the improved overall benefit of the communities.
5. Develop partnerships with other community based agencies to provide services that will benefit the resident of RCHDC owned or managed communities.

6. Be the first point of contact between the Resident Services Program and external agencies.
7. Work with the Director of Property Management to maintain the long term vision for the Resident Services Program.
8. Develop educational programs for corporate staff, RCHDC Board of Directors and site staff in regards to leadership, fiscal management, environmental sustainability, et al.
9. Facilitate, train and create individualized housing plans.
10. Maintain and prepare files, records and reports in accordance with department policies and procedures. Reporting must be accurate and meet or exceed external funding source requirements.
11. Work with the department director and other RCHDC staff to identify funding sources and prepare or help prepare grant proposals.
12. Develop, train and conduct housing retention conferences.
13. Manage list of available housing opportunities and refer applicants with existing housing plans.
14. Integrate and educate residents and staff on the importance on sustainable building and living practices.
15. Develop and manage resident enrichment courses.
16. Other duties as assigned.

## **Qualifications**

Qualifications include:

1. A bachelor's degree from an accredited college or university in Sociology, Psychology; or a minimum of four years of relevant experience completing similar duties and responsibilities as outlined above;
2. Working knowledge of HUD, RD, TCAC, HOME, et al, procedures, policies, and regulations;
3. Working knowledge of landlord-tenant law, contract law;
4. Ability to write business correspondence and procedures. Ability to effectively present information and respond to questions from individuals.
5. Ability to effectively train individuals in policy and procedures;
6. Ability to analyze technical procedures and instructions and write technical procedures and instructions;
7. Ability to collect data, establish facts, and draw valid conclusions;
8. Staff training skills;
9. Ability to develop, update, and maintain educational material.
10. Must demonstrate good verbal and written communication skills;
11. General bookkeeping skills and knowledge of accounting principles;
12. Ability to read, understand, and interpret government regulations;
13. Ability to organize, work and prioritize tasks to meet deadlines;
14. Possession of a valid California Driver's License, a good driving record, and automobile insurance per requirements of the State of California. Also have reliable transportation and willingness to use own automobile on job.
15. A working knowledge of Microsoft Office; proficient in Excel, Word, graphic software and facility with the Internet.
16. Ability to organize work and priorities to meet deadlines.
17. Bondable

## **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet in the office, and moderate in the field.

## Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this classification, the employee is often required to stand; sit; walk; talk; hear; use hand to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties of this job, employee is regularly required to walk; sit; use hands to handle objects/operate keyboards, tools or controls; reach with hands and arms; stoop; kneel and crouch; talk and hear.

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By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that Rural Communities Housing Development Corporation may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

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

Employee Printed Name \_\_\_\_\_

Employee Signature \_\_\_\_\_