



## Resident Services Coordinator

**Reports to:** Resident Services Manager

**Compensation:** \$16 - \$19/hr DOE

**Job Summary:** The Resident Services Coordinator (RSC) is a valuable resource and an important member of the Resident Services Team. The RSC supports efforts that build vibrant and engaged communities at Capitol Hill Housing. Resident Services assists residents in identifying the services and resources needed for stable tenancy, self-sufficiency, and overall wellbeing. RSC's utilize a link and referral approach, providing the information that will connect residents to the social services they need. The RSC is not a case manager, counselor, or a direct service provider. The RSC coordinates monthly community activities that have one of the following elements: Community Building, Health Promotion, Skill Sharing/Skill Development, Increased Awareness and Access to Services, Social/Cultural Issue Relevant to Residents. The RSC will work with the residents and site managers in 5 HUD funded properties. The Resident Services Coordinator has 6 core responsibilities: act as a liaison between community agencies, service providers, and residents, educate residents on community resources, work as a team with Property Management to serve residents, plan and organize community building activities, support residents in understanding lease and tenancy obligations, and ensure programmatic success by adhering to policy and procedures. This position will address critical business functions impacting net operating income such as eviction prevention and decreasing vacancy rates. Capitol Hill Housing strongly encourages and seeks applications from People of Color, members of the LGBTQIA community, people of all gender identities, individuals with disabilities, and multilingual individuals.

### **Duties and Responsibilities:**

- Educate residents and staff on available community resources (case management, transportation, counseling, caregiving, wellness, cultural connections, food assistance, employment programs).
- Act as a liaison between community agencies, service providers, and residents to help residents access necessary financial, mental health, or other services needed to promote stable tenancy.
- Network and meet with service providers, local businesses, and agencies as needed to create community relationships.
- Welcome new residents, establish contact with existing residents, and market the Resident Services program.
- Coordinate training for residents in understanding lease and tenancy obligations.
- Work as a team member with property management in serving residents.
- Plan and organize monthly community activities at each building.
- Work with Property Management to utilize the Resident Services Referral Process and identify residents who need services.

- Report all suspected abuse situations to the appropriate agency.
- Perform administrative duties such as budget maintenance, event planning, event evaluation, documenting all contact with residents, maintaining community resource directory, and monthly reporting.
- Maintain a high degree of confidentiality.
- Maintain professional and ethical boundaries.
- Perform RSC duties in alignment with Fair Housing policies and regulations.
- Other duties and special projects as assigned.

**Minimum Qualifications:**

- Associates degree in social work, human services, or mental health OR two years working in a Resident Services program.
- Experience working in social service delivery, problem solving and advocacy for and with low-income people.
- Experience working with people from vulnerable populations from a variety of socioeconomic backgrounds.
- Experience providing services to Seniors, Youth, and Families.
- Experience working with Microsoft Office Suite.
- Excellent verbal, written, and interpersonal communication, organization and time management skills.
- Ability to use a computer to perform administrative duties such as qualitative and quantitative data tracking, budget maintenance, monthly reporting, and email communication.
- Must be able to travel between different buildings and able to climb steps in some buildings without elevators.
- Valid Washington State driver's license, clean driving record, and insurable.
- Self-directed and able to work at multiple building locations, plan and organize a weekly schedule, network with area agencies, coordinate meaningful community events, and build resident relationships.
- Demonstrated proficiency in event planning.

**Preferred Qualifications:**

- Bachelor's degree in Social Work, Human Services, Public Health, or related field.
- Knowledge about services available to assist people with a disability, housing, drug or alcohol abuse, domestic violence, mental health, or aging issues.
- Knowledge of and/or training in Fair Housing Laws and Landlord/Tenant Laws.
- Knowledge of and/or training in self-efficacy, de-escalation, and conflict management.
- Knowledge of ADA regulations.
- Multi-lingual in Amharic, Tigrinya, Oromo, Vietnamese, Korean, or Cantonese.

All employees at CHH are employees at will. The job description outlined above is not intended to represent an absolute or final list of all elements, activities or duties of the job. The statements above are intended to describe the general nature and level of work performed by the person assigned to this position.

Candidates selected for this position must pass a criminal history background check prior to employment with Capitol Hill Housing. Capitol Hill Housing is an Equal Opportunity Employer; all qualified candidates will receive consideration for employment without regard to race, color, religion, sex or national origin.

To learn more about our rich benefits package, please visit our website <http://www.capitolhillhousing.org/about/benefits.php>.

**To Apply:**

Apply online at: <http://www.capitolhillhousing.org/about/employment.php>