



a: 4408 Delridge Way SW
Seattle, WA 98106
t: (206) 935 2999
w: www.dnda.org

POSITION:

DNDA Resident Services Coordinator

POSITION DESCRIPTION:

Delridge Neighborhoods Development Association (DNDA) is a non-profit serving the Delridge Neighborhoods of Southwest Seattle. For the past 23 years, DNDA has advanced its mission through a range of approaches: the development, ownership, and management of affordable housing and community facilities; the operation of the Youngstown Cultural Arts Center with its full range of arts and youth programming; social justice and environmental initiatives; and collaboration with community partners to advocate for and implement neighborhood improvements.

The Resident Services Coordinator will advocate on behalf of, and act as a liaison for, the 320+ residents residing in DNDA's 144 affordable housing units. The objective of this position is to support residents in their efforts to live successfully and peacefully in their residences and DNDA-initiated communities, and to support and implement an overall culture of community building and access to resources. We also seek to help residents achieve greater economic security by linking them with programs to improve their literacy, job skills, education, and financial management. The Resident Services Coordinator will empower residents, connect them to opportunities for engagement with DNDA and in the community at large, including access to free youth and family programs. This position will work in conjunction with the property managers, and maintain a mutually respectful, collaborative relationship with both property management and DNDA staff.

POSITION DUTIES:

- Assess needs of residents and link them to appropriate service providers and community resources.
- Maintain a wide range of partnerships with public and private entities that provide services to residents, and monitor the ongoing provision of services from outside agencies.
- Support residents in setting and achieving goals, assist with applications for benefits and assistance programs.
- Provide "welcome wagons," and volunteer activities at the properties in response to needs and interests identified by community members, the DNDA Staff and Board of Directors, and service providers.
- Plead residents' causes with management and seek solutions together with residents, management, and ownership (DNDA), to benefit the common good in our communities.
- Monitor and catalogue resident complaints; track and report regularly on trends and/or unresolved issues at properties or with individuals and/or groups.
- Develop and implement community building activities such as block clubs, activity clubs, including facilitating, identifying and supporting resident leadership.
- Eventually, work to foster and support a resident council, giving residents more voice and opportunities to be heard within their community.
- Coordinate trainings for residents in understanding leases and house rules.
- Establish and maintain ongoing outreach to all residents.
- Work a flexible schedule to maintain regular contact with residents.
- Maintain a high degree of confidentiality, professionalism, and ethical boundaries.
- Perform duties in accordance with federal, state and local policies and regulations.
- Inform other DNDA staff and board about programs and services offered, and notable community issues.
- Provide monthly reports including statistics about number of activities and clients served.
- Attend regular meetings with DNDA and property managers.

Integrating Art, Nature, and Neighborhood to build and sustain a dynamic Delridge

POSITION REQUIREMENTS:

This position requires a minimum of 2+ years in an equivalent Resident Services role, with at least an associate degree in social work or related coursework; in lieu of a degree, a minimum of 4+ years working in an equivalent role is desired.

Administrative

- Strong interpersonal skills, problem solving abilities, strong initiative and good judgement.
- Excellent administrative, writing, and verbal/presentation skills.
- Successful track record of articulating, evaluating, measuring, and reporting goals and successes/areas of improvement.
- Ability to work effectively with low-income families, artists, educators, nonprofit organizations, volunteers and government agencies is essential.
- Demonstrated ability to be self-directed and to handle and prioritize multiple tasks and roles.
- Demonstrated ability to work both independently and in a collaborative team-based environment.
- Ability to think strategically, build internal and external relationships, exhibit a flexible approach to work, and quickly adapt and pivot to changing needs in a rapid-paced, non-profit setting.

Community Outreach

- Understanding of, and ideas for, supporting local efforts and partners as a community-based organization.
- Interest in community organizing, civic engagement, and developing and sustaining partnerships with local organizations.
- Experience networking and partnering with non-profit organizations, and demonstrated ability to move partners toward action.
- Dedication to social justice initiatives and demonstrated cultural competency and awareness of barriers faced by disenfranchised communities.
- Bi-lingual applicants encouraged.

EQUAL OPPORTUNITY EMPLOYMENT

DNDA is committed to equal opportunity for all employees and applicants without regard to race, creed, color, sex, sexual orientation, religion, age, national origin, marital status, gender identity or expression, pregnancy, political affiliation, union membership, combat era or disabled veteran status, or the presence or perception of any sensory, mental, or physical handicap, use of a service animal, or any other status protected by law in any employment practice, unless based on a bona fide occupational qualification.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, demotion, compensation, benefits, transfer, discipline, and termination. All applicants for employment, transfer or promotion are evaluated on the basis of education, training, experience, skill, aptitude, performance history, and other work related factors.

APPLICATION PROCESS:

Please send a resume and cover letter VIA EMAIL to: jobs@dnda.org

SUBJECT: Resident Services Coordinator

Position is open until filled, with priority given to applications received by September 18, 2019.

Job Type: Full-time or Part-time, 24-40 hours/week

Salary: \$18.00 to \$20.00 /hour