



Job Title **Manager, Resident Services Coordination**
Manager Director of Resident Services
Location Home Office: Tukwila Corporate Office: 14400 Tukwila International Blvd,
 Tukwila, WA 98168
Department Resident Services Coordination
FLSA Status Exempt

Purpose:

The Manager of Resident Services Coordination is responsible for leading resident services to senior/disabled residents with varying levels of need, and the implementation of support and services programs, across a SHAG-CLF community group portfolio. Directly manage and supervise a team of Resident Service Coordinators (2-3 RSCs) whose responsibilities include connecting residents with appropriate community resources, coordinating and implementing social activities & educational programs for seniors. Provide necessary education for direct reports on service availability, resource development, RSC standards of practice and Operations policies and protocols. Develops the RSCs' skills and assists with conducting goal-setting and performance evaluations. Maintains responsibility for providing direct Resident Service Coordination for one dedicated SHAG-CLF community.

RSC Management Functions:

- Coordinates and oversees the delivery of resident services to assigned portfolio of SHAG-CLF communities.
- Supervises, manages, mentors and coaches on site RSC direct reports, and provides consultation related to challenging residents and special needs populations. Provides quality assurance monitoring and feedback to make sure goals and standards are being achieved. Recommends and arranges training for staff. Committed to utilizing RSC's unique talents and skill sets to nurture their growth and success.
- Builds and maintains collaborative working relationships with residents, CLF team members, community leadership teams, property management partners, community partners of other public and private agencies, social service and other organizations, and others encountered during work in a courteous, professional manner, using tact and diplomacy.

- Utilizes Apricot database for timely tracking of resident contacts (i.e., progress notes, action plans, referrals made, follow-up dates) and assists the Director in the preparation of regular reporting (owner/partners, Board, executive leadership).
- As a highly regarded and respected representative of the RSC team, reviews programs and key initiatives to provide constructive input and recommended changes as needed.
- Participates in obtaining funds/grants with assistance in the areas of regular reporting, monitoring outcomes and tracking against budgets.

Minimum Eligibility Requirements:

- Passion for the mission of sustaining affordable housing and improving the lives of seniors living in communities. Demonstrates sensitivity to the needs and concerns of seniors and their families.
- Self-motivated and self-directed, communicates effectively with the Director. Participates in annual strategic workplan, budget development and MOU proposals.
- Strong track record in identifying, organizing and developing effective partners in areas of social services resources.
- Proven, high-performing RSC leader able to organize, manage and motivate direct reports.
- Competent decision-making, problem-solving, negotiation skills to contribute to and influence teams and inform needs-based decisions and actions.
- Strong critical-thinking skills to support preparation, analysis and administration of RSC reporting.
- Conflict management, smart boundary-setting and de-escalation trainings a plus.
- Demonstrated experience in successfully working with diverse populations.
- Organize and fulfill multiple projects with minimal supervision.
- Strong and efficient verbal, written and active listening communication skills required.
- Proficiency with MS Office suite (Excel, PowerPoint, Word, Outlook).

Education and Experience:

- Direct and related experience of working with and on behalf of older-adults and familiarity with community resources and various human services providers that provide services to low income households, and/or adults with disabilities, preferably including the provision of information and referral services, in a housing setting.
- Bachelor's degree in Social Work, Psychology, Public Health or related field preferred, or High School Diploma and five (5+) years of equivalent work experience.
- Minimum three-years supervisory experience **OR** has demonstrated exceptional leadership experience.
- Experience working within a multi-cultural team environment.
- Must pass criminal background check

Working Conditions (travel, hours, environment, physical requirements):

- This position is exempt.
- This job requires simple grasping and fine manipulation, sitting at a desk, and using a computer for extended periods of time, moderate use of telephone, standing, walking, bending and reaching.
- Approximately 75% of the job involves travel throughout the Puget Sound area (mileage will be reimbursed at the current federal rate).
- Normal office environment, business casual attire.
- Visits to residents' apartments are a regular part of the job.
- May require lifting or moving of objects up to 25 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Signature:

I have read and understand the above job description. By signing below, I certify that I meet the minimum requirements and physical demands of the job.

Signature

Date

Printed Name

SHAG Community Life Foundation does not unlawfully discriminate against any person based on race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.