Townpeople
Job Description

Job Title: Resident Services Coordinator
Division: Housing Solutions
Department: Supportive Services
Reports To: Director of Supportive Services
FLSA Status: Non-Exempt

Summary: The Resident Services Coordinator (RSC) works with community members who have previously experienced homelessness and who are now tenants at Townspeople's Permanent Supportive Housing properties. The RSC assists program participants in reaching their goals of maintaining permanent housing by regularly assessing needs, providing linkages to community resources and services, and coordinating on-site events and services. The RSC will work closely with the case management team to assist with crisis management, needs assessment, and service provision.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Makes direct, meaningful contact with each client/household on a regular basis. Examples include facilitating services, coordinating community events, advocacy, and accompaniment.*
2. Assesses overall client population at each property on an ongoing basis to identify needs and barriers to housing stability in coordination with Case Manager. *
3. Provides leadership of events committee to plan and conduct events and meetings, holiday parties, and other activities for tenants.*
4. Support client to work toward goals as stated in Individual Service Plan in coordination with Case Manager. Provide coaching to reduce barriers and capitalize on successes.*
5. Develops a network of key organizational partners to support clients when faced with a crisis and/or support necessary to reach personalized goals. Be fluent in community resources and how to make appropriate referrals.*
6. Assists with program intakes and exits by coordinating with Case Manager to ensure smooth transitions for clients and connection to needed resources.*
7. Uses needs assessment information to identify, develop, and implement services and programs that meet the unique needs of each property/program.*
8. Participates in staff meetings, case conferencing, and training as assigned by supervisor.*
9. Remains current in emerging issues and best practices. Share relevant information with clients to support their housing stability (e.g. tenant rights).*
10. Documents interactions/communications with clients and service providers by taking accurate, thoughtful, and professional case notes of every client interaction and entering them in the required database in a timely manner. Documents services provided in database and keeps accurate records for reporting purposes.*
11. Provides a high-quality customer service environment for all clients and maintains open lines of communication within the department and across all departments.*
12. Utilize best practice techniques including but not limited to Trauma Informed Care (TIC), Motivational Interviewing (MI), Critical Time Intervention (CTI), Harm Reduction, and Housing First modalities.*
13. Safeguard the privacy and confidentiality of participants in accordance with HIPAA regulations.*

*Essential Function
14. Assist with crisis intervention in coordination with service team as needed.*

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:
To perform this job successfully, an individual should have knowledge of Microsoft Word, Microsoft Excel, Google Chrome, Paychex Human Resource System, Asana Project Management Software, Clarity or other Homeless Management Information System (HMIS), Community Information Exchange (CIE), Microsoft Teams, Microsoft OneNote (for shared notetaking).

Education/Experience:
Associate's degree (A. A. / A. S.) or equivalent from two-year college or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience.

Certificates and Licenses:
- Valid driver's license

Knowledge, Skills, and Other Abilities:
- Working knowledge of current housing practices for homeless populations including Housing First and Harm Reduction.
- Ability to cope/resolve conflicts and crisis situations.
- Demonstrated ability to be culturally sensitive and respect diversity.
- Ability to work well in both a team-based environment and independently.
- Basic organizational skills, attention to detail, time-management skills, and motivation to meet deadlines and achieve goals.
**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, talk or hear. The employee is frequently required to stand, walk. The employee is occasionally required to reach with hands and arms, stoop, kneel, crouch or crawl and to use non-violent crisis intervention techniques. The employee must occasionally lift and/or move up to 20 pounds.

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

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions.

The noise level in the work environment is usually moderate.

*Essential Function*