

HOUSING AUTHORITY CITY OF KENNEWICK

Position Description

TITLE: Resident Services Coordinator

STATUS: Non-Exempt

Scope of Responsibility

Reporting to the appropriate Property Manager, this position provides human services support for individuals and public housing communities. Develop, secure funding, ensure confidentiality and manage the program. Centralize resident information for providers' efficiency. Work with residents to coordinate receipt of social services to continue their independence in living. Participate as an integral member of the Housing Operations team to facilitate the Housing Authority's mission.

Essential Job Functions

The following represent the major essential and secondary duties of the position; however, they are not intended to be all-inclusive. The Authority reserves the right to change, reassign, or combine job duties at any time.

Essential Duties	Acceptable Standard of Performance
Resident information will be current, centralized and administered confidentially	• Actively seek contact with vulnerable tenants to ensure they are receiving the appropriate services. • Keeps resident contact information for illness, advance directives, powers of attorney, and other immediate items for emergency purposes. • Treats each tenant as a separate individual, communicating with them on their case only.
Monitors changes in residents' needs	• Effort to frequently observe at-risk cases and record changes in a log. Contact service providers when substantial. • Works with residents and their families to resolve problems and provide information on alternative housing. • Screens eligibility requirements for programs, identifies service barriers and negotiates for the tenant where necessary. • Creates a qualitative measure of a tenant's needs and addresses unmet needs as quickly as possible.

Essential Duties	Acceptable Standard of Performance
Will be a member of the Housing Operations team	• Appropriately communicates with the Housing Authority to facilitate understanding and advocacy regarding tenant solutions. • Meeting with Property Managers and FSS Coordinator to exchange information on tenants, updates as needed. • Accurately documents incidents that are relevant to tenant safety and lease violation issues. All steps taken to alleviate a condition will be recorded, as well as help with refusals for legal purposes.
Keeps accurate records of activities to facilitate any lapse in program coordinator's availability to create a smooth transition of case management services	• Create outcome-based performance measures and monitoring techniques for services provided. • Monitor expenses against grant funds and prepare program reports for funders. • Keep current records and contact information on all public housing residents, their locations in the community care settings or absences. Communicate with appropriate parties.
Community involvement	• Involve the Resident Council leaders in every aspect of the program. They know best what needs are not being met and should to be addressed. Involve their input in solving problems. • Utilize a community service provider Advisory Committee. Facilitate their communication in specific cases by bringing them together. • Look for ways to enhance the neighboring communities with programming.
Networking	• Create service partnerships. • Develop and maintain a wide range of partnerships with public and private entities that provide services to the sites and surrounding neighborhoods. • Provide a meeting time and space that facilitates communication between all parties.
Programming	• Work together with the FSS Service Coordinator to Look for ways to bring education, non-licensed care services, safety committee, support groups, transportation service and fund-raising programs to the population of each building. • Work with service providers, community residents and policy makers to identify sources of funding to maintain and expand the community services in HACC communities. • Continuously look for ways to improve the quality-of-service delivery using resident and service provider's input. • Develop and maintain a volunteer program. • At all times, encourage resident empowerment and delegate tasks as warranted.

Essential Duties	Acceptable Standard of Performance
Performs other essential duties and tasks assigned.	

Qualifications

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- ❖ Skills at acquiring grant funding
- ❖ Requires intermediate knowledge of word processing software, preferably Microsoft Word for Windows, or the ability to learn Word within the probationary time
- ❖ In-depth knowledge of available social services, sufficient knowledge of community-based services and understanding of eligibility requirements to make appropriate referrals and proven judgment skills
- ❖ Organizational aptitude, ability to multi-task and prioritize time. Pay attention to detail
- ❖ Excellent ability to communicate with professional as well as non-professional individuals (networking skills) in both oral and written form

Education and Experience Required

Requires basic knowledge typically acquired with a Bachelor's degree, including basic writing, math and reading skills, plus knowledge of basic office procedures and skills, or any combination of education, training or experience that provides the required knowledge, skills and abilities.

OR

Six years' direct service experience with geriatric and/or mental health residents PLUS two years of experience in the housing or human service field that has provided the individual with in-depth knowledge of available social services.

Working Conditions

Work is conducted in a non-smoking standard office setting. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure. Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, moving about inside the office, maintaining a stationary position, positioning self to operate office equipment including knobs and dials; moving objects weighing up to 20 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 yards. OCCASIONAL positioning self to move beneath desk areas and near floors, and to place or retrieve objects above and at average shoulder height, moderate positioning to manipulate reference books and manuals; moving objects weighing 20-35 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 feet. Must be able to

perceive computer screens and printed documents and to operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.

Additional Requirements

Possession and retention of a valid Washington state driver's license. Pre-employment tests and examinations, including, but not limited to physical examination regarding bona fide occupational qualifications, drug testing, extensive background checks and other related components which are based on the specific demands of the position. Successful completion of all exams, tests, and background checks is a condition of employment. Responsible to apply extensive, in-depth knowledge of public sector operations methods in accordance with applicable provisions of the Revised Code of Washington.

Employees hired on or after June 1, 2011 must not use tobacco products on or off the job, including but not limited to smoking cigarettes and/or chewing tobacco. Nicotine testing may be required.

The Authority complies with all laws and regulations relating to employment, including the Americans with Disabilities Act and the Washington Law Against Discrimination. The Authority does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities. The Authority reserves the right to revise or adjust job descriptions, job assignments and job duties at any time. Nothing in this document should be interpreted as a contract with or any other obligation of the Authority.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

Signature

Date