

Resident Services Coordinator

Description

Northwest Housing Alternatives is hiring a Resident Services Coordinator (RSC) to join a team working to link affordable housing tenants to services and resources. The RSC provides information and referral services, creates partnerships with community service organizations, and organizes trainings, information sessions, and social activities on-site in an effort to foster cohesive communities and help residents remain stable in their housing.

NHA seeks an independent, energetic self-starter with a strong desire to work with a variety of populations including seniors, families, veterans, and individuals with disabilities. This RSC position will be based at NHA's office in Milwaukie, and provide services to seven properties in Washington, Multnomah, Clackamas, and Jackson counties. This property assignment includes Pomeroy Place, a recently opened 20-unit property which houses veterans and their families. This is a full-time position (40 hours per week) that will require quarterly travel to Medford. This position requires a flexible schedule involving occasional evening or weekend hours depending on programs and activities.

Duties and Responsibilities

1. Establish contact with current tenants and welcome new residents. Explain the RS program and the RSC role in providing information and support in helping tenants to access local resources.
2. Identify, assess, select, develop and manage referral partnerships with local social service and resource agencies to effectively help residents achieve their goals.
3. Provide information and referral to residents when residents or agencies request assistance.
4. Determine community needs to plan, organize and implement on-site trainings, information sessions and social activities based on tenant input and need.
5. Coordinate with property and asset management staff on issues relating to resident behavior and welfare, and project stability. Offer links and referral support when needed to maintain stable housing.
6. Develop and maintain effective relationships with RS program volunteers to support volunteer recruitment and involvement in providing and coordinating activities for children and adults.
7. Track and measure program progress. Maintain data on requests for services, services provided and participation in RS program events and activities. Analyze outcomes data to continually develop the program.
8. Build supportive professional relationships with tenants that help them enhance the quality of their lives and encourage them as they work toward self-sufficiency.
9. Help identify and attract new resources to fund the Resident Services department.
10. Work independently and in partnership with other RS staff.
11. Other duties as assigned.

Knowledge, Skills and Abilities

- A Bachelor's degree in social science or similar area, or a combination of education and field experience
- Professional experience in Resident Services, social services or affordable housing
- Knowledge of veterans' benefits and the VA system preferred
- Professional mental health experience preferred
- Passionate about helping people overcome barriers
- Strong organizational and interpersonal communication skills
- Ability to communicate well with people of all different ages and walks of life

- Skilled at working concurrently with people from different groups (program beneficiaries, agency staff, property managers, social service providers, volunteers)
- Independent, self-starter, creative and resourceful
- Willingness to work a flexible schedule, including occasional evenings and weekends
- Valid driver license, good driving record and own reliable transportation with current insurance
- Computer skills including Word and Excel

Northwest Housing Alternatives offers health coverage through Kaiser Permanente, a 403(b) plan with 7% match after the first year, generous vacation allowance, flexible work schedule, and a great work environment. The salary range for this position is \$18 to \$20 per hour depending on directly applicable experience.

Northwest Housing Alternatives is committed to supporting a diverse workforce and does not discriminate in employment based on race, color, gender, religion, national origin, age, disability, marital status, sexual orientation or gender identity, or any other status protected by law.

Send letter of interest and resume to: info@nwhousing.org by July 6, 2018.