

Job Announcement

Job Title:	Resident Services Coordinator
Department:	Housing Development
Reports to:	Resident Services Director
Starting Salary:	\$19.33-\$21.14/hour (\$40,211-\$43,980 annually)
Benefits:	Paid holidays, paid leave, medical, dental, AD&D, short and long-term disability insurance
FLSA Status:	Non-Exempt

Want to help make a difference? For almost 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan after one year of employment.

SUMMARY

This position will plan, develop and manage programs designed to serve residents of permanent affordable housing, owned by Human Solutions (HSI) or other entities, with the goal of building a sense of community and self-sufficiency among resident families. The Resident Services Coordinator will identify resident needs; develop services, programs and activities for residents; cultivate liaisons with community resources and agencies; facilitate connections between volunteer services and housing residents; and encourage resident participation in the decision making process. Supervises and trains PSU Social Work interns, both undergraduate and Master's level students.

HOURS: 40 hours per week, Monday through Friday, flexible schedule, with occasional evening or weekend hours required.

DUTIES AND RESPONSIBILITIES

Include some or all of the following. Other duties and responsibilities may be assigned.

Essential

- Create and maintain data base and/or library of information and referral resources, including liaisons with community groups, neighborhood-based organizations, and agencies providing social services, job training, pre-employment counseling, educational services, medical/mental health care, or other needed services as identified.
- Cultivate relationships with community groups, churches, and individuals to encourage volunteer involvement in the development and coordination of on-site programs and activities for youth and adult residents.
- Coordinate with property managers regarding issues relating to livability, safety and health.
- Work directly with individual residents to understand their needs and wants and work toward achieving their goals.
- Write and distribute Bi-monthly newsletter for residents; distribute information to residents through managers, community bulletin boards or direct contact with tenants.
- Prepare and submit required reports in a timely manner.
- Attend agency staff meetings and represent the agency at community meetings as assigned.

Secondary

- Participate in hiring and training Resident Services staff, paid and volunteer.
- Write grant applications and other requests for support for the Resident Services program.
- Monitor progress of awarded grants for compliance and prepare reports as required.
- Assist in preparing and managing Resident Services Contracts for HSI properties and other projects utilizing HSI Resident Services.
- Ability to teach classes and workshops on a variety of topics.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below are representative of the knowledge or ability required:

- Bachelor's degree in social science or related area, or equivalent additional experience; Master's degree in social work preferred.

- Minimum of three years' experience working in community organizing, human services or related field, preferably supervising paid or volunteer staff.
- Respect for diverse cultural, economic and social background of residents; and knowledge of issues facing low-income families in HSI service area.
- Demonstrated ability to communicate effectively both orally and in writing; some experience in grant writing preferred.
- Demonstrated ability to teach adult education classes.
- Demonstrated ability to manage, organize, and prioritize many diverse and concurrent activities and responsibilities.
- Ability to work independently and exercise sound judgement regarding work tasks and responsibilities.
- Demonstrated ability to work cooperatively with staff of other agencies and volunteer groups, and with the staff of Human Solutions.
- Demonstrated skills or experience in communicating with families regarding their needs and maintaining confidentiality.
- Proficiency in Microsoft Word, Excel and Publisher.
- Bilingual English/Spanish or English/Russian a plus, but not necessary.

MATHEMATICAL SKILLS

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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Oregon Driver's License and current automobile insurance. Ability to communicate effectively both orally and in writing

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 use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

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. The noise level in the work environment is usually moderate.

TO APPLY

Please send resume with cover letter to and three professional references to: Fran Weick: fweick@humansolutions.org . References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. No phone calls please.