

## Job Announcement

**Job Title:** Resident Services Specialist I  
**Department:** Housing Development  
**Reports to:** Resident Services Director  
**Salary Range:** \$16.54-\$17.89/hour, 30 hours/week  
**Benefits:** Paid holidays, paid leave, medical, dental, AD&D, short and long-term disability and life insurance  
**FLSA Status:** Non-Exempt

***Want to help make a difference?*** For 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 with a 2% employer match after three months of employment.

### **SUMMARY**

Provide services to residents of permanent affordable housing, owned by Human Solutions (HSI) or other entities. The Resident Services Specialist I (RSS-I) works with residents, on-

site property managers, Human Solutions' staff and community partners to prevent eviction, encourage self-sufficiency and provide programs and activities for children and/or adults. The RSS-I will identify resident needs, coordinate and implement programs and services, foster community cohesion, and provide information and referral. This position requires creative thinking and the desire to work with low-income families and individuals.

**HOURS:** 30 hours per week. This is a non-exempt position that frequently requires a flexible schedule involving occasional evening or weekend hours depending on programs and activities.

### **DUTIES AND RESPONSIBILITIES**

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

#### *Essential*

1. Provide information and referral to residents; advocate for residents to secure needed services and resources for which they are eligible.
2. Work directly with individual residents and groups of residents to understand their needs and wants and work toward achieving their goals.
3. Coordinate with property management and other on-site service providers on issues relating to resident behavior and welfare, project stability, livability, safety and health.
4. Facilitate and coordinate services, programs and activities for adults and children that provide opportunities to learn new skills, build community and promote self-sufficiency.
5. Cultivate and maintain effective relationships with community groups and community volunteers in the development and coordination of off-site programs and activities for youth and adult residents.
6. Write and distribute monthly newsletter for residents; distribute information to residents through property management, community bulletin boards or direct contact with residents.
7. Prepare and submit required reports in a timely manner.
8. Attend agency staff meetings and represent the agency at community meetings as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This position typically will supervise individual volunteers or small groups of volunteers as required.

### **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 and /or ability required.

- Bachelor's degree in social work (BSW) or related area, or equivalent work experience.
- Minimum of two years experience working with diverse, low-income populations.
- Respect for diverse cultural, economic and social background of residents; knowledge of issues facing low-income families, including intergenerational poverty and immigrant and refugee issues.
- Demonstrated skills and experience in communicating with families regarding their needs and maintaining confidentiality.

- Knowledge of Trauma Informed Care and/or Assertive Engagement, preferred.
- Ability to work independently and exercise sound judgment regarding work tasks and responsibilities.
- Demonstrated ability to communicate effectively both orally and in writing.
- Demonstrated ability to manage, organize, and prioritize many diverse and concurrent activities and responsibilities.
- Demonstrated ability to work cooperatively with HSI staff and with staff of other agencies and volunteer groups.
- Ability to develop and maintain productive working relationships within Human Solutions, with public and private agencies, the general public and clients.
- Ability to prepare and maintain clear, accurate, complete and timely records and reports.
- Proficiency in Microsoft Word, Excel and Publisher.
- Ability to speak, read and write in Spanish, a plus, but not required for this position.

### **LANGUAGE SKILLS**

Ability to speak and write in English, and to communicate effectively both orally and in writing.

### **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 proof of current automobile insurance.

### **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 and three professional references to: Fran Weick: [fweick@humansolutions.org](mailto: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.