

Job Announcement

Job Title: Resident Services Specialist
Department: Housing
Reports to: Resident Services Director
Starting Salary: \$18-\$19.47 per hour
Benefits: Paid time off and Holiday time off
FLSA Status: Non-exempt
Location: East Portland

Want to help make a difference? Human Solutions counters the forces that keep people and communities in poverty by building relationships and assets that create opportunity - today and for future generations.

We partner with people and communities impacted by poverty so they can achieve long-term housing and economic security. We invest in affordable housing and community assets that contribute to strong, inclusive neighborhoods. We advocate with our community for policies and investments that expand housing and economic opportunity, eliminate wealth inequality and end poverty.

East Portland/East Multnomah County, Oregon is our home and the heart of our investments, advocacy and programs.

Human Solutions envisions vibrant, healthy neighborhoods where all people can share in the security, hopes and advantages of a thriving, supportive community.

Human Solutions operates as a nimble, financially strong organization driven by our passion, strategic goals and [guiding principles](#).

Diversity, inclusion and [equity](#) are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression 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 work.

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.
- A six-week paid sabbatical after every seven years of consecutive employment with HSI.

SUMMARY

This 40hr. per week position will provide services to residents of permanent affordable housing owned by Human Solutions (HSI).

The Resident Services Specialist (RSS) will work 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. Housing stability is a prime focus of this position.

The RSS will identify resident needs, coordinate and implement programs and services, foster community cohesion, and provide information and referral. The position requires creative thinking to provide classes, activities and community celebrations that appeal to a very diverse community—culturally, economically and racially. The RSS will work independently; will carry out specialized programs; and/or will implement more complex partnerships with community organizations.

This position provides resident services at one large property and 4 small properties.

HOURS: 40 hours per week, Monday through Friday; this is a non-exempt position that may involve a flexible schedule with 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 managers on issues relating to resident behavior and welfare, project stability, livability, safety and health.
4. Identify opportunities for, and develop or expand partnerships with local school districts, community organizations, and other groups or individuals in order to enhance resident services programming, increase potential for school success, and offer community involvement opportunities for residents.

5. Maintain effective relationships with individual and community volunteers to support volunteer involvement in providing and coordinating activities for adults and children.
6. Provide mediation to remedy disputes between property management and residents and between resident families.
7. Maintain community room(s) so that activities are provided in a clean and safe environment
8. Prepare and submit required reports in a timely manner.
9. Distribute information to residents through property managers, community bulletin boards or direct contact with residents.
10. Attend agency staff meetings and represent the agency at community meetings as assigned.

Secondary

1. Work independently or as a part of a team with Resident Services Director, other Resident Services Specialists, and other community partners to provide skill building opportunities and other services as identified.
2. Plan, organize and facilitate community meetings, focus groups and other group activities involving one or more project sites.

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.

- Minimum of two years' experience working with diverse, low-income populations.
- Bachelor's degree in social work (BSW) or related area, or equivalent work experience.
- 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.
- Some experience working with household budgets.
- 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.
- Ability to speak some Spanish is highly valued.
- Proficiency in Microsoft Word, Excel and Publisher.

LANGUAGE SKILLS

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

TRANSPORTATION

Possession of a valid driver's license, clean driving record and reliable transportation required. Vehicle insurance coverage limits must be \$100,000 bodily injury liability for one person, \$300,000 bodily injury liability for all people in an accident and \$100,000 property damage liability.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Oregon Driver's License and 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 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.