



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
(210) 231-2003 • Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	Resident Service Coordinator	SEND RESUME TO	Jobs@habctx.org
SUPERVISOR	Property Manager	DEPARTMENT	BMDC
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

POSITION SUMMARY:

The Resident Service Coordinator is a non-supervisory position that provides case management, outreach, conducts assessments of households, and makes referrals which will address family and/or individual needs. Outreach, assessments, and referrals will promote resident stability, independence, health and self-sufficiency for residents who reside in housing choice voucher, or tax credit units. The Resident Service Coordinator is committed to working with people in a way that is nonjudgmental, non-intrusive, confidential and that promotes resident empowerment, autonomy, and dignity. The Resident Service Coordinator promotes safe living environments and encourages the growth of the community to better meet the needs of individual residents in housing communities by increasing access to resources and facilitating self-advocacy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following but are not limited to the job specifications contained herein:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

Establish and maintain relationships with the residents of the assigned location(s) as a means of being a resource for the property. Coordinates and promotes activities that create a sense of community between the residents and the property.

Facilitate orientation, intake and assessment for new families enrolling in programs as assigned.

Provide short- and/or long-term case management as determined by individual program requirements and agency needs.

Meet with residents to identify barriers to self-sufficiency and assess physical, social and economic conditions to develop service plans for programs as assigned.

In a timely manner, electronically document all activities and outcomes in data tracking systems as required by HABC, HUD, and state or local rules.

Periodically evaluate programs by assisting with data collection and reporting; prepare program reports on a monthly/quarterly/annual basis using preferred software or digital systems as assigned.



Participate in the coordination of activities for the participants of assigned programs, including facilitation of program events and scheduling of program activities (such as budget workshops, food distributions, health/wellness events and/or employment networking events.)

Develop and maintain a comprehensive network of education, training, financial and economic development, health/wellness and other supportive services as determined by program requirements and resident needs.

Explain resident services programs, housing programs, MTW activities and other pertinent information by creating newsletters, email blasts, conducting phone calls, hosting informational meetings and contacting residents door-to-door.

Organize special activities, facilitate groups and host recreational events to promote resident wellness; activities may include arts and crafts, exercise classes, tours, dances or other activities as programs require.

Arrange transportation as needed for residents to attend various functions, programming and services.

Maintain a working knowledge of Housing Authority policy and procedures to assure residents have a clear understanding of changes that may affect their residency.

Attend and actively participate in case staffing and agency meetings, as requested.

Follow up on all referrals in a timely manner to ensure that adequate and appropriate services are provided.

Actively recruit for the assigned program on an as-needed basis to ensure the program is operating at optimal capacity.

May drive a passenger van to transport residents and/or help obtain accessible transportation for residents when necessary, such as VIA, Handi-Lift and the like.

Develops linkages with community service organizations and programs.

Keeps current regarding available community resources, federal, state and local programs and fulfills required education and training requirements.

Works with the management team to identify residents who need assistance; supports resident retention; promotes educational and wellness activities for residents; provides a safe community; foster and builds a sense of community.

Advocates for residents and acts as liaison between residents and property management as well as with the community.

Encourages residents' self-advocacy and empowerment in meeting their social, psychological, physical, economic and other self-sufficiency needs.

Reports unsafe conditions and follows mandated reporting requirements for adult and child protective state statutes.

Presents department presentations/orientations to participants and social service providers.



Assists with policy and procedural development of special programs.

Researches and implements effective and efficient methods for case management and program operations.

Assists with the development of marketing tools for program awareness.

Other duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does a fair share of work. Complies with procedures and understands the importance of maintaining and managing confidential and proprietary information.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

A Bachelor's degree in social work, sociology, public administration or a related field from an accredited college or university; an Associate's degree and three (3) years of demonstrated case management experience in social services; or seven (7) years of demonstrated case management in social services.

Must have the ability to learn and use cloud applications such as Google GSuite applications to include but not limited to: Google Chrome Browser, Gmail, Drive, Calendar, Docs, Sheets and Slides. Understanding document-sharing and collaboration in the cloud. Experience and proficiency with Microsoft Office 365, cloud



accessible applications to include but not limited to: One drive, Outlook, Word, Excel and Powerpoint or Mac or PC desktop equivalent is acceptable.

Successful completion of a criminal history background check, education and work history verification and drug screening test.

Preferred Requirements:

Experience working in resident services

Ability to speak, write and read in Spanish is a plus.

Professional certification(s) in case management

License and Certifications:

Self-Sufficiency Service Coordination training and certification to be completed within the first year of employment.

Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.

Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

Knowledge of social service delivery systems.

Knowledge of holistic case management techniques.

Knowledge of procedures for planning, implementing, and maintaining a variety of social service programs.

Knowledge of: Issues impacting low-income individuals and families. Methods and techniques of effective case management and assessment skills. Social service programs and community resources.

Knowledge of recent developments, current literature, and sources of information related to social service program administration and implementation.

Knowledge of standard program evaluation methods and report writing procedures.

Ability to analyze problems identifies alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Ability to assist Program Manager and on occasion, Property Manager and/or property staff, as assigned.

Ability to form community partnerships and develop resources for program participants.



Ability to interpret and apply HABC policies, procedures, rules and regulations.

Ability to prepare comprehensive reports and agendas for internal use and outside presentation.

Ability to communicate clearly and effectively, both verbally 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 30 pounds.

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.

Physical requirements include occasional lifting/carrying of 30 pounds.

Visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.

Subject to sitting, standing, reaching and walking to perform the essential functions.
Working conditions are primarily inside an office environment.

Office environment: The noise level in the work environment is usually moderate. High level of interaction with external/internal clients. May be required to work at different properties or sites for interim periods to support business needs.

Outside environment: Subject to environmental elements when conducting visits to various sites or participating in outside events.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.