

Job Title: Resident Services Coordinator

Location: Country Ridge, Buckingham Terrace, Truman Terrace (Watertown, Connecticut)

Department: Resident Services

Report To: Property Manager Watertown Housing Authority

Job Status: Part-time Tuesday – Thursday 8 hrs. per day

Apply: Send resume and cover letter to: lori@watertowncthousingauthority.com

Summary:

The Resident Services Coordinator will provide residents with referrals, assist residents in accessing community resources, and empower residents by locating and/or initiating enrichment services on and off-site.

Duties and Responsibilities:

Community Resources –

- Identify the strengths of residents for personal development as well as their needs for supportive services.
- Research, identify, and link residents with resources such as rental assistance, transportation, adult education, health services, and SSI, Medicare, SNAP, and prescription drug assistance, senior services and all pertinent services that would benefit our community/residents.
- Establish relationships, maintain, and, also follow up with community service providers.
- Work closely with Property Management staff, Board of Commissioners, and onsite service providers to identify specific supportive needs as related to lease violations and household stability. In addition, will follow up and update Property Manager on the outcome of any referrals provided to Resident Service Coordinator.
- Compile information and eligibility requirements for neighborhood and Town-wide resources.
- Organize community resource displays with information and applications.
- Assist with planning and coordinating activities that support assigned sites and for the goals of Watertown Housing Authority.

Programs and Activities –

- Explore and provide on-site educational speakers and workshops that fulfill compliance requirements for Watertown Housing Authority for assigned sites. This may include topics such as but not limited to: health issues, financial literacy, and other life skills.
- Set up office hours at each of the buildings and advertise office hours for residents to meet with and request referrals.
- Recruit and supervise volunteers to assist with programs.
- Assist residents in building informal support networks with other residents, family members, and friends.
- Create opportunities for residents to get involved with community activities.

- Coordinate resident training for leadership roles, such as developing and implementing beneficial programming.
- Organize onsite community-building events.
- Exchange resources with Property Manager and collaborate on programs and community-building activities, as appropriate.
- Produce a monthly calendar of events and activities.

Administration –

- Accurately complete and submit timesheets by deadlines, reporting hours of work performed and allocating time on monthly service reports, grant reports, activities budgets, program reporting, and any other required paperwork/reporting needed for the Watertown Housing Authority.
- Submit accurate monthly reconciliations to accounting department in a timely manner.
- Conduct surveys to assess residents' needs, tabulating survey results to evaluate programs in order, to plan relevant programs for the communities that you serve.
- Create monthly calendars of events and activities, producing outreach flyers and monthly newsletters to keep the community informed if applicable.
- Responsible for maintaining a current and updated outlook calendar of activities at assigned sites.
- Maintain thorough resident files on all work performed, follow up and document outcomes.
- Wellness checks when needed with follow up visits if necessary. Give recommendations where warranted to help the resident achieve a safe and healthy life.
- Attend appropriate internal and external meetings as assigned by Property Manager. Such meetings may include: Staff Training, Programs, Commission meetings, etc.
- Perform other duties as assigned.

Work Environment –

- The employee is occasionally required to stand, walk, and drive.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet to moderate on job sites.

Minimum Requirements –

- Bachelor's degree in related field **or** 2 years of experience in community services coordination and social service.
- Excellent interpersonal skills, ability to work effectively with people of diverse backgrounds.
- Experience working with diverse elderly population, low to moderate income families, people with health issues, disabilities, and older adults.
- Team Player, enthusiastic, flexible, patient, problem solver, strong initiative, positive spirited and a desire to make a difference in the lives of residents.
- Professional commitment to the mission of Watertown Housing Authority.
- Possession of a valid Connecticut Driver's License with clean record.

Required Skills –

- Knowledge of Federal and State benefits programs and local services in the Town of Watertown.
- Demonstrated skills in leadership and community building.
- Ability to articulate ideas clearly and professionally in both a written and oral manner.
- Ability to work independently and as part of a team.
- Ability to maintain confidentiality of sensitive information a must.
- Ability to follow through and complete job duties when assigned in a timely manner.
- Sensitivity to issues pertaining to families.
- Ability to troubleshoot and prioritize work.
- Ability to remain calm and composed in stressful situations and exercise crisis de-escalation and resolution skills where appropriate.
- Good analytical and problem, solving skills.
- Ability to work in a fast-paced environment.
- Strong organizational skills.
- Proficiency in MS Word, Excel, Outlook, Internet

Physical Requirements:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to walk the complexes to deliver notices, etc.
- Must be willing to travel to all 3 sites.
- Ability to handle some level of stress.
- Responsible to set up and clean up facilities utilized for events with occasional lifting, bending, and pushing.

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**Disclaimer: The employer reserves the right to change or assign other duties including rotating sites if necessary.

The Watertown Housing Authority is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of race, color, ethnic background, religion, sex, sexual orientation, age, national origin, or disabilities.