

TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY

Resident Opportunities & Self-Sufficiency (ROSS) Resident Service Coordinator

Job Description (7/2024)

MINIMUM REQUIREMENTS

Bachelor's degree in social work or related field. Knowledge or background in subsidized housing and case management. Must be proficient with computers including Microsoft Office. Must be willing to travel and work independently. Must be of good moral character and able to perform the essential functions of the job. Successful completion of a pre-employment criminal history background check and drug screen.

PURPOSE

The primary function of the Resident Service Coordinator (RSC) is to assist residents in making progress towards economic and housing self-sufficiency by removing the educational, professional, and health barriers they face. The RSC will effectively assist resident family members that have requested support in enhancing the quality of their daily lives in more fully and successfully participating in the education and economic mainstream. The position provides tenants with information about and supportive access to local services and resources that can assist the residents to achieve their life opportunities objectives. The RSC is an integral part of the housing and property team and plays a critical role in the overall positive maintenance of the property for the enjoyment of its residents and the respect of its neighbors. It is the responsibility of the RSC to ensure that the needs of the residents are balanced with the priorities and standards of Tioga/Bradford County Housing Authority.

WORK LOCATION:

This position is based out of Towanda, Pennsylvania. Extensive travel in Bradford County is required.

SUPERVISION RECEIVED AND EXERCISED:

- Operates with significant independence under the direct supervision and general direction of the Resident Services Program Manager.
- Does not supervise others.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to the following:

- Welcome new residents (and establish contact with existing residents) and explain to them the Resident Services Program, its offerings, and the RSC role.
- Identify, assess, select, develop and maintain referral partnership relationship with local service resource agencies that effectively assist residents to achieve their life opportunities objectives.
- Provide supportive linkage between residents and referral agency staff when residents or agencies request assistance.
- Work with the property management team when a resident is identified as being in jeopardy of eviction an offer linkages and referral support to resident to positively and quickly rectify the situation; when requested, work with property management in mediating conflicts between tenants.

- Establish Resident Services Program targets; consistently track and measure program target progress; regularly report program outcomes to both internal and external stakeholders; analyze and utilize outcome data as the basis for continuous program improvement.
- Identify and assess individual and family needs when appropriate; inform the resident of available resources and provide support in accessing services successfully.
- Help to facilitate tenant meetings and community-organizing and social activities if desired by residents.
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them to take the steps to achieve self-sufficiency.
- Assess the needs of residents, provide case management, and link residents to training and supportive services that will enable participants to move along the self-sufficiency continuum.
- Assist residents in seeking employment, education, or training opportunities.
- Maintain electronic files detailing your work and intervention strategies with tenants.
- Compile and complete statistical data for the approved standards for success to be submitted annually to HUD.
- Assist in devising and monitoring the implementation of all Resident Services programming and special events.
- Assist in the preparation and submittal of any/all required documents for any existing grants pertaining to Resident Services or building management related to the implementation of resident services.
- Assist in seeking out grant opportunities to enhance the overall programming of the Authority; assist in the preparation and submittal of any/all required documents related to these grants.
- Assist with the coordination of Fresh Express, "Power Pack" Backpack Program and CSFP Senior Box Food Programs; maintain consistent communication with the Central Pennsylvania Food Bank and submit required paperwork to maintain the programs.
- Assist tenants in scheduling off-grounds trips designed to enhance their overall living experience; take an active part in these trips by operating an 11-passenger van; report any maintenance or safety issues pertaining to the van to your immediate supervisor.
- Complete annual training as required.
- Complete other housing and resident related assignments as directed by the supervisor.

SALARY RANGE:

Dependent upon salary guidelines established by Department of Housing and Urban Development as outlined in current Resident Opportunities and Self-Sufficiency Grant.