



**Boulder Housing Partners
POSITION DESCRIPTION**

DATE: 11/2022

POSITION TITLE: Resident Services Coordinator - Families

PAY GRADE: 4

DEPARTMENT: Resident Services

STATUS: Non-exempt

OVERALL JOB OBJECTIVE: Under general direction, the Resident Service Coordinator (RSC) position implements supportive service programs at BHP's housing sites. Populations served include economically disadvantaged families, people with disabilities, and seniors. Acts as a liaison between service providers and residents by providing information, referrals, and coordination of community services to assist residents in meeting their needs. Supports resident involvement in community development and supports resident leadership.

I. COMPETENCIES:

- **Interpersonal Skills** – Commits to finding ways to work with a wide array of people and finds ways to adjust to working in different situations and with people who have different styles.
- **Peer Relationships** – Can quickly find common ground and solve problems for the good of all, can solve problems with peers, is seen as a team player and is cooperative, easily gains trust and support of peers, encourages collaboration, can be candid with peers.
- **Dealing with Ambiguity** – can effectively cope with change, can shift gears comfortably, can decide and act without having the total picture, doesn't have to finish things before moving on, can comfortably handle risk and uncertainty.
- **Self-Knowledge** – is personally committed to and actively works to continuously improve him/herself, understands that different situations and levels may call for different skills and approaches, works to deploy strengths, works on compensating for weakness and limits.



II. ESSENTIAL JOB FUNCTIONS:

1. Stays up to date on a variety of economic, educational, social services, health and safety, recreation, food commodity programs to benefit the residents of the BHP community.
 - Assesses resident program needs in various ways, including informal surveying, needs assessments, phone calls, office hours, focus groups, and community meetings.
 - Researches and develops strong partnerships with community service providers; determines eligibility requirements for those services and leverages the delivery of those services to BHP residents.
 - Serves on community planning boards and participates in professional organizations representing BHP when appropriate.

2. Provides service coordination to residents to improve their housing stability, economic development, education, and health and wellness.
 - Works with residents at assigned sites and residents referred from other BHP sites to assess services needed, link residents to community resources, and follow up on services provided.
 - Maintains an advocate role with residents with outside agencies; assists residents to overcome barriers to accessing needed resources.
 - Works with other BHP staff to review residents' status; consults with site teams and communicating with service providers and/or family members regarding residents' needs.
 - Assists property managers with lease and building community issues, as appropriate.
 - Responsible for entering data into Yardi, and Excel, File Vision, Outlook, and Word documents as needed.
 - Maintains an annual work plan, monthly program reports, and reports on outcome measures.
 - Provide direct support, trauma-informed services to housing residents to have a quality of life, promote safety and increase self-resiliency

3. Promotes community building and leadership development with residents.
 - Leverages leadership through mentorships/goal-oriented partnerships.
 - Strengthens workforce partnerships and internships for adults and young adults.
 - Seeks opportunities to build upon initiatives residents are already invested in to strengthen their skills and interests.
 - Encourages community contributions and the development of work-related skills through volunteer and leadership opportunities.
 - Bridges communication between community organizations and residents about opportunities that align with our priority areas, such as programs, hiring events, skill building classes, other adult educational programs, and community meetings.
 - Strengthens parent leadership and advocacy skills.



4. Participates in BHP team meetings focusing on investigating and resolving community, maintenance, and resident issues.
5. Works with other BHP departments to develop policies and procedures to promote resident cooperation and lease compliance.
6. Represents BHP through participation in professional organizations, meetings, and public speaking events.
7. Performs related duties as required by management to meet the needs of BHP.
8. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents. Responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

BHP is committed to hiring employees who provide good customer service; our employees communicate courteously and responsively and provide effective and efficient service to the public and co-workers.

CHAIN OF SUPERVISION:

(1) TITLE OF IMMEDIATE SUPERVISOR: Resident Services Family Sites Program Manager

(2) TITLE(S) OF POSITIONS OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: N/A

MACHINES AND EQUIPMENT USED IN WORK INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

Personal vehicle, personal computer, telephone, photocopy machine, facsimile machine, and calculator.

REQUIRED QUALIFICATIONS:

Ability to read, write and speak fluently in both English and Spanish. Bachelor's degree/ associates degree or two or more years' experience in education, service coordination, program development and/or human services or equivalent. Knowledge of community resources. Knowledge of and/or experience in working with culturally diverse individuals and groups. Sensitivity to people who have special needs, such as the



culturally diverse, disabled, elderly, or chronically mentally ill. Strong computer skills in Word, Outlook, and Excel. Strong understanding of virtual workspace etiquette. Ability to work independently and to assume responsibility for completion of complex workload without close supervision. Demonstrated time management and organizational skills. Knowledge of and use of good customer service skills. Valid Colorado driver's license and an acceptable motor vehicle record. Acceptable background information, including criminal history.

DESIRED QUALIFICATIONS:

Previous experience in federally subsidized housing or human service programs. Experience in building and maintaining relationships with local public and private providers of community and supportive services. Experience with case management or program management software. Knowledge of community building principles and processes.

BHP is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or any other status protected by law or regulation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

