

Job Title: Resident Service Coordinator	Full Time (32 Hour Week) With Benefits	Petra Community Housing
Department: Resident Services	\$23 - \$25 pr hour	Revision Date: May 2023

Position: Resident Service Coordinator Reports to: Operations Coordinator, Petra Community Housing

Purpose: To improve the viability of the housing development and improve the quality of life for residents. This is accomplished by increasing residents' access to services and by facilitating their participation in programs that enhance their physical, social, and mental well-being.

General Responsibilities:

The Resident Service Coordinator acts on behalf of Petra Community Housing in collaboration with the Property Manager and under the supervision of the Operations Coordinator to develop and implement supportive services at the assigned development(s). He/she works as a member of the site's management team and is accountable to the site manager. It is the responsibility of the Resident Service Coordinator to ensure that the needs of the residents are balanced with the priorities and standards of Petra Community Housing. Regular evening and weekend hours are required.

Specific Duties

- Develop and implement supportive service programming in collaboration with residents, management, and local community service providers.
- Provide ongoing outreach services to identify individuals who would benefit from services, recruit volunteers, and identify program and service gaps.
- Act as a liaison to local human service providers and represent Petra Community Housing on various task forces and community groups.
- Facilitate the delivery of services with local human service providers.
- Maintain all necessary information regarding services to residents, including physical files
- Oversee and/or provide crisis intervention, case management, and follow-up services to referrals from management, residents, or other agencies.
- Support efforts in community building initiatives.
- Identify funding for new and expanded programs in the development.
- Assist other department staff in understanding and participating in the goals and programs initiated by resident services.
- Review and submit all billing and program reports required by funding sources, monitoring entities, and Petra Community Housing.
- Attend all required meetings and prepare and participate in additional and/or special projects as required from time to time by Petra Community Housing.

Qualifications

The Resident Service Coordinator position requires an ability to work in a complex and nontraditional human service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with children and families, persons with disabilities, and the elderly is essential.

Requirements

- Bachelor's degree in social work, Psychology, Counseling, or related specialty OR significant work experience relevant to the position
- Participate in ongoing training and networking programs like PHFA Housing Services Conference, webinars, workshops, and regional forums.
- Must maintain a current driver's license and have a vehicle to travel between office sites