

Resident Services Coordinator Job Description

The Resident Service Coordinator (RSC) plays a crucial role in empowering residents to maintain a successful tenancy. Their mission is to enhance the quality of residents' lives by facilitating supportive and educational programming while building and maintaining positive relationships with residents.

Duties and Responsibilities:

- **Collaboration:** The RSC works closely with management staff, families, and community social service agencies to identify and address resident supportive service needs.
- **Community Linkages:** They develop links with agencies and providers in the community to identify quality and affordable services. This includes maintaining directories of community resources.
- **Education and Advocacy:** The RSC educates residents on service availability, application procedures, and their rights. They also provide advocacy with agencies when necessary.
- **Monitoring Services:** They monitor ongoing community agency services to ensure residents' progress.
- **Support Networks:** They help residents build support networks within the community.
- **Social Programming:** Collaborating with community providers, the RSC creates on-site resident programs, workshops, and activities to promote social interaction.

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.

Qualifications:

- 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.
- Proficient in use of Microsoft Office to effectively capture and communicate information.

This position reports to the Operations Coordinator

About Petra: Petra Community Housing is a nonprofit affordable housing development and management organization. We have developed and currently manage several properties in the greater Phoenixville area to expand and maintain the number of affordable rental units. We strive to see all people, obtain affordable housing with a high quality of life. We are small but mighty and are looking for individuals to join our team that share the mission of serving individuals and families with limited income.