

## RESIDENT SERVICE COORDINATOR

### Reports to the Property Manager

The primary function of the Resident Service Coordinator (RSC) is to effectively assist residents that have requested support in enhancing the quality of their daily lives. This may mean enabling them to more fully and successfully participate in the social, educational and/or economic mainstream. The position provides residents with information about and access to local services and resources that can assist them in pursuing opportunities and achieving life objectives. The resident service coordinator 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.

### Specific Responsibilities

- Welcome new residents, establish contact with existing residents, and explain the resident services program, its offerings, and the RSC role in assisting residents who want to access local service resources.
- Help set a tone of inclusion and non-discrimination in the resident community.
- Identify, assess, select, develop and maintain referral relationships with local agencies that effectively assists residents achieve their opportunities and objectives in life.
- Provide supportive linkages between residents and referral agency staff when residents or agencies request assistance. Document these efforts.
- Refer concerns about lease violations to the Property Manager and work as part of the management team when a resident is identified as being in jeopardy of eviction. Offer linkages and referral support to the resident to positively and quickly rectify the situation. Document these efforts.
- Establish program targets. Consistently track and measure progress. Regularly report program outcomes to internal and external stakeholders. Analyze and use outcomes 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. Document these efforts.
- Help to facilitate resident meetings and community-organizing and social activities as desired by residents.
- Support residents to enhance the quality of their lives; encourage and empower them toward self-sufficiency
- When requested, work with property management in mediating conflicts between residents. Document these efforts.
- Effectively communicate with residents by newsletter, flyer, bulletin board etc., making sure that communication is inclusive of language differences and the visually impaired.
- Complete other housing and resident related assignments as directed by the supervisor.

Please email resumes to : [dburkssmith@firsthartford.com](mailto:dburkssmith@firsthartford.com)

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