



## Lead Resident Service Coordinator

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**Department:** Resident and Community Services  
**Reports to:** Resident Services Supervisor  
**FLSA Status:** Non-Exempt

**Position Overview:** The Lead Resident Service Coordinator has a dual role of providing on-site service coordination, as well as peer leadership and support to Resident Service Coordinators across the department. The position is responsible for assisting SAHA residents, which depending on property composition may either be seniors, families, adults with disabilities, or a combination of one or more, with the ability to thrive in their community. Additionally, the position serves as a source of expertise, consultation, and training for the department.

**Primary Duties and Responsibilities** include but are not limited to the following:

### On-site Service Coordination:

- Effectively addresses residents' behavioral, financial, health, and social concerns to ensure housing stability and retention using evidence based strategies.
- Responds to mental and physical health crises in the acute phase as well as providing on-going supports, and coordinate access to appropriate levels of care/services.
- Provides on-going information and referral services to all residents within assigned site(s), includes securing the full range of social services as needed by individual residents, crisis intervention and de-escalation.
- Maintains accurate and timely documentation on all resident demographics, issues, requests, statistics, incidents, program attendance, interactions and outcomes through online services software.  
Ensure accurate and timely reporting to meet funder program and compliance requirements through accurate data entry and provision of narrative information.
- Educates residents on service availability, benefits and other application procedures, tenant rights, tools for healthy living and lease compliance.
- Provides system navigation support to residents in order to access benefits, services, and community resources.
- Conducts annual and on-going non-clinical assessments of residents' functional status, self-reported health conditions, and service needs.
- Conducts outreach and engagement, monitoring service periodically, and home visits when required.
- Establishes constructive relationships with residents and their families, community agencies, volunteer organizations, and company staff.
- Communicates consistently and constructively with Property Management staff, including but not limited to prepared attendance to weekly site team meetings.
- Collaborates closely Community Engagement Program staff to establish volunteer support, community engagement programs, and special projects.
- Develops a wide range of mutually beneficial activities designed to build community and provide opportunities for socialization, wellness and civic engagement within the building and neighborhood.
- Publishes building activities and events through flyers, newsletters and a monthly calendar.
- Coordinates transportation services for residents in sites where SAHA's transportation is available.
- Maintains client confidentiality with the resident population according to guidelines, and accurately report incidents of abuse and neglect to Adult and Child Protective Services as required by law.

- Meets regularly with supervisor and seeks feedback on performance.
- Coordinates and collaborates with outside agencies and organizations in order to bring educational and community building activities and services to assigned building(s).
- Other duties as assigned by supervisor and/or management.

#### **Peer Leadership and Support:**

- Provides on-boarding support and training to Resident Service Coordinators.
- Develops an area of expertise, such as income and health insurance benefits for low-income individuals and families, rental assistance, veterans' specific programs and benefits, transition from homelessness, etc.
- Provides training and consultation on approved area of expertise, and directly assists residents throughout SAHA's portfolio access benefits as needed.
- Plans and facilitates regional and department-wide peer consultation groups related to area of expertise.
- Develops and maintains accurate referral and resource directories related to area of expertise in AASC and Family Metrics.
- Attends regional networking events and community resource presentations.
- Mentors and coaches Resident Services Coordinators by serving as a key point of contact for case consultation and identification resources.
- As assigned by supervisor, provides intensive case management services to referred residents. Includes biopsychosocial assessment, goal setting, weekly contact, and use of evidence-based approaches/interventions.
- Other duties as assigned by supervisor and/or management.

#### **Qualifications: Skills, Knowledge and Abilities**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with special needs to perform the essential functions.

#### **Education and/or Experience**

- Bachelor's degree in Social Work, Psychology, Gerontology, or related field, or equivalent experience.
- Minimum 2-3 years related experience working with seniors, families or individuals with special needs (i.e. veterans, formerly homeless, transition age youth, individuals with severe and persistent mental health, etc.).
- Experience with or knowledge of Fair Housing law is a plus.

#### **Abilities and Attributes**

- Must have the ability to maintain professional boundaries, including exercising objectivity and confidentiality, while building trusting relationships with residents and staff.
- Must have excellent de-escalation, customer service, negotiation and communication skills.
- Must have the ability to respond/intervene appropriately and effectively to crisis.
- Must be innovative and use solution-oriented approaches to solve complex problems.
- Must be familiar with community resources or have the ability to acquire those resources and become familiar.
- Must be sensitive to the needs and concerns of residents and their families.
- Excellent written and oral communication required. Additionally, ability to speak other languages such as Cantonese, Mandarin, Farsi, Russian or Spanish is a plus.
- Strong computer skills, including ability to easily navigate the internet, use Outlook, create Word and Excel documents, and work with a web-based database.
- Must be able to speak publically at large building activities, town halls, and meetings.
- Must have experience and ability to work positively within a multi-cultural team environment.
- Must be able to exercise good judgment and common sense, based on analysis, evaluation, and risk assessment in determining what to handle without help, and when to ask for guidance or help in prioritizing from supervisor.

- Must be able to work independently, think critically, creatively problem solve, and manage time effectively.
- Must have creativity, an ability to adjust to change, and work in a fast-paced environment.
- Community networking skills, knowledge of civic engagement and intergenerational and activities programming a plus.
- Must have basic math abilities with the ability to manage a budget.
- Must have ability to attend mandatory meetings and training. Including but not limited to completion of a minimum of 36 hours of training within the first year of employment, and 12 hours of continuing education every year thereafter. SAHA will provide associated and required trainings.

### **Supervisory Responsibilities**

- No direct supervision of staff, position oversees on-site volunteers while they volunteer at the building.

### **Physical Demands**

- Frequent and daily use of computer and keyboarding data while sitting at a desk.
- Frequent and daily use of using a telephone.
- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching, using a computer, and occasionally lifting or moving objects which may weigh up to 35 pounds.

### **Work Environment**

This job is primarily conducted in an office, within an apartment complex, where noise and temperature variations are minimal. Some positions require occasional driving whereby exposure to fumes, dust, and other environmental elements may occur. Must be able to work under time demands and remain calm and professional with a wide variety of personalities.

This job description is not inclusive of all responsibilities, skills, requirements, efforts or working conditions associated with this position. While this job description is intended to be an accurate reflection of the current position, management reserves the right to modify the position or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

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