



### Position Description

Title	Residential Services Coordinator
Reports to	Associate Director of Permanent Supportive Housing
Locations	Scattered
Type	Non-Exempt, Regular Full-Time

#### How this position supports our Mission:

The Residential Services Coordinator provides a wide range of supportive services to Veterans in designated permanent supportive housing sites to meet the needs of residents and the goals of New Directions.

#### Responsibilities:

- Responsible for conducting regular assessments of tenants which includes needs assessment and a plan for the retention of their permanent housing. Develops individualized service plans and monitors progress in achieving goals; assists residents in goals planning, money management, recreation, family support and providing ongoing support, crisis intervention and educational or community oriented groups.
- Creates and maintains resident case files both in hard copy and in HMIS (Homeless Management Information System) in compliance with funding requirements and program guidelines. Collects and records documentation to connect residents with resources and additional program support.
- Responsible for maintaining exceptional, thorough and timely communication between the Property Management Team and any other site based service providers to ensure the ability to effectively meet the needs of the clients and the contracted delivery of services as provided in the MOU.
- Develops a budget for site based programs that include community-building and/or other enrichment activities for tenants such as tenant councils, outings, and community engagement. Plans and successfully conducts those events and other community building events working consultatively with other Program staff to ensure appropriate levels of program activities based on going individual assessments.
- Identifies local resources to assist in the provision of services, developing and maintaining positive relationships between community resources and the organization.
- Provides visually appealing monthly calendar and newsletter of activities on an ongoing and regular basis.
- Responsible for scheduling, coordinating, and facilitating transportation planning for off-site services and events, including traveling with or transporting tenants to appointments when needed.
- Utilizes evidence based practices such as Motivational Interviewing, Strength-based Case Management and Trauma Inform Care to assist tenants with self-sufficiency and stabilization.
- Participate in conference, workshops, special projects, staff meetings and other duties as assigned.

#### Required Skills:

- Be service oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times. Possess excellent organization skills, initiative and follow through.
- Proficient in basic office software (Outlook, Word, Excel and Internet use) with the ability to generate correspondence and reports that support the documentation of site based duties and activities.
- Able to effectively work with persons experiencing homelessness, physical and/or mental disabilities and/or active substance use.



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### Education & Experience & Other Requirements

- Bachelor's degree in a related field or
- 2-3 of experience working with non-profit social services agency.
- Possess a valid California Driver's License, reliable transportation, current vehicle registration, proof of insurance and the ability to be insured by New Directions.
- Successfully complete a background check, drug screen and annual TB test.

### Physical Demands and Work Environment

- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Complex reading and writing skills with the ability to read, proof, and analyze complex documents.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- In this position you will be in contact with individuals and/or families in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and safety practices. You may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is active work in a field, residential, and/or office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

### Job Description Acknowledgement

I have received, reviewed and fully understand the job description for Resident Service Coordinator. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature: \_\_\_\_\_

*The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.*