



Position Description

Position Title: Resident Services Coordinator
Department: Resident Services
Classification: Exempt
Supervisor: Director of Resident Services

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities or requirements of this position. Employees are expected to perform other functions as assigned or requested to further support the organization's mission.

Position Summary

The Resident Services Coordinator is responsible for coordinating and implementing resident services programs within Community Corporation of Santa Monica affordable housing communities. The qualified candidate will coordinate outreach, information and referrals, community building and education opportunities between CCSM residents, local service providers and property management staff in order to encourage resident self-advocacy and empowerment in meeting their social, psychological, physical, economic and other self-sufficiency needs.

Essential Position Responsibilities

- Welcomes new residents, explains the Resident Service program, and provides appropriate community resources, programs and services upon move-in.
- Conducts resident surveys, tallies results and provides resources material as identified in the survey responses.
- Identifies need for assistance; educates on available resources.
- Provides linkages/referrals between tenants and local agencies and organizations with the objective of addressing identified needs and other appropriate resources.
- Develops working relationships with the local service providers in the community and collects resource material from local agencies.
- Keeps current regarding available community resources, federal, state and local programs and participates in professional development education.
- Works with the property management team to identify residents who need assistance; supports resident retention; promotes educational and wellness activities for residents; fosters and build sense of community.
- Advocates for residents and acts as a liaison between residents and management as well as with the community.
- Encourages residents' self-advocacy and empowerment in meeting their social, psychological, physical, economic and other self-sufficiency needs.
- Follows up appropriately with residents and keeps timely records.



- Collaborates in the facilitation of tenant meetings, community organizing and social/recreational activities on an as-needed basis.
- Implements appropriate programming in the community rooms, which may include CCSM's UPGrade Program.
- Prepares outreach materials for upcoming events and posts accordingly.
- Prepares community rooms for presentations, including shopping and delivering items for presentations.
- Maintains an on-site presence, provides office hours and provides residents with contact information.
- Assists the Resident Services Manager and other duties as assigned.

Skills

- Pro-active individual with the ability to work independently as well as a cooperatively and an effective team member.
- Creative.
- Must be reliable, honest and motivated, with the ability to motivate others.
- Positive, open, caring, non-judgmental and non-patronizing demeanor.
- Excellent judgment and decision-making abilities.
- Strong organizational, written and verbal communication skills.
- Ability to develop and maintain relationships with residents and service providers.
- Ability to work some evenings and weekends to accommodate residents' needs.
- Demonstrated experience in successfully working with diverse populations.
- Responsive and flexible.
- Bi-lingual (English/Spanish) preferred.
- Computer literacy in MS Word, Excel and Outlook.

Education and Experience

A bachelor's degree or equivalent experience in social work, education, sociology, psychology or related fields. One year of direct experience coordinating service for a large family affordable housing residential project or working for a service provider in a professional capacity.

Supervisory Responsibilities

The Resident Services Coordinator may provide volunteer coordination and oversight.

Physical Requirements

Must be able to lift 25 lbs.

Work Environment

The Resident Services Coordinator is assigned 2-4 CCSM properties within CCSM service area, Santa Monica. The RSC works remotely from their assigned location,



typically from an office located within each of the properties' community rooms. Each RSC is equipped with a laptop computer and mobile phone.

Travel Requirements

Valid California driver's license and availability of insured vehicle to travel within the CCSM service area. Vehicle must meet CCSM insurance requirements.

Acknowledgement:

I have read and received the Resident Services Position Description. I understand that this description is a summary of responsibilities and is not intended to be an all inclusive list. My position may include additional responsibilities as required. My signature below indicates receipt of this document and does not alter the at-will employment relationship in any way. If I have any questions about my Position Description or about my position I may contact my supervisor.

Employee Signature

Employee Name Printed

Date