



Position Description:

Title: Resident Services Coordinator
Supervisor: Executive Director
FLSA Status: Non-Exempt
Department: Low - Rent

Position Summary

The Resident Services Coordinator primary focus is to advocate for and provide programs needed for the EHA residents; and maintain the Authority's social media and informational publications. These programs include Resident Self-Sufficiency services for the residents of our housing, Workforce Development to increase employment opportunities, Community Safety to work together with residents to increase the quality of life, youth afterschool and summer educational and skills programs and activities, and other applicable programs that promote self-sufficiency for residents to step up and out of the Public Housing programs. The Resident Services Coordinator accomplishes these initiatives by working with EHA residents and program participants, EHA staff, volunteers, area school districts, colleges and universities, workforce training and job placement providers and other community partners that promote empowerment and self-sufficiency.

Essential Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Coordinate youth after school and summer educational, skills and social programs.
2. Assist and/or Create partnerships and access to area agencies that promote self-sufficiency services and job training and placement opportunities.
3. Develop and maintain a comprehensive network of education, training, mental health, substance abuse, economic development and other supportive services for youth and/or adults.
4. Assist families in reaching self-sufficiency schedule and attend events and activities promote and recruit community partners.
5. Plan and develop monthly social, educational, and recreational programs using community resources and/or coordinating with other services agencies and local groups.
6. Develop and monitor financial requirements and plans for upcoming events/results.
7. Coordinate and collaborate with the social worker/coordinator to meet mission goal
8. Share information, as approved by Executive Director, about work and events via newsletters, email, Facebook, Instagram, and X, as applicable.
9. Maintain EHA's social media, coordinating with stakeholders to ensure effectiveness and encouraging adoption of relevant social media techniques.
10. Leads and coordinates with the Public Housing Property Managers all family events for the tenants.
11. Travels to all EHA events to take pictures for EHA publication, annual report, and media postings.



12. Coordinate and supervise volunteers.
13. Safely operates all vehicles and other job-related equipment.
14. Other duties and responsibilities as assigned by Supervisor.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Understands that all Authority employees have external and/or internal customers that they provide services and information to; honors all of the Authority's commitments to customers/residents by providing helpful, courteous, accessible, responsive and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains friendly demeanor; values the contributions of others.

Results Orientation: Consistently delivers required agency results; sets and achieves achievable, consistently complies with quality standards and meets deadlines; maintains focus on Agency goals.

Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency to maintain the public's trust.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

Knowledge of:

1. Issues impacting low-income and single parent families
2. Methods and techniques of effective case management and assessment skills
3. Social service programs and community resources
4. Basic financial skills and budgeting principles
5. Has people skills



Ability to:

1. Work flexible hours which may include evenings and some weekends.
2. Work well and harmoniously with other staff members.
3. Multi-Task and work well under short timelines.
4. Communicate effectively both verbally and in writing.
5. Work independently and prioritize workload.
6. Prepare comprehensive reports.
7. Lift items of up to 25lbs. in weight.
8. Ability to travel as needed.

Education and/or Experience

Bachelor's degree in education, social work or related field preferred. Minimum of one-year full-time related work experience and previous experience in program implementation and grant writing. Experience working with volunteers and collaborating with community partners. Experience in coordinating and hosting social, training and educational events. Computer literate, able to work with MS Word, Power Point and Excel programs. Bilingual preferred (English & Spanish)

Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment and be eligible for coverage under the Authority's fleet auto insurance.

Technical Skills

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, and Outlook, and capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

The noise level in the work environment is usually quiet.

Cross-Training

While employed with EHA, staff will be exposed to cross training. Cross training allows EHA to increase our resources and efficiency by:

- Helping employees acquire and enhance skills, knowledge and abilities.
- Improving understanding of the different parts of departments and eventually of the organization as a whole.
- Leading to better coordination and teamwork.

Staff needs to have the ability and the willingness to be cross-trained in different positions within EHA. This on-the-job cross-training allows the Agency to also provide staffing flexibility when an employee is absent for a planned vacation, emergency or after a position is vacated.