

**MANCHESTER HOUSING AUTHORITY  
JOB DESCRIPTION**

The Manchester Housing Authority is a public housing agency funded by federal, state and local sources and by tenant rent payments. It is subject to stringent federal and state regulation. The Authority is an Equal Opportunity employer.

**POSITION:** RESIDENT SERVICE COORDINATOR  
**REGULAR HOURS:** 8:00 AM - 4:00 PM with a 1 hour lunch (35 Hours/week)  
**FLSA:** Non-Exempt

**RESIDENT SERVICE COORDINATOR**

**SUMMARY**

The Resident Service Coordinator (RSC) will focus on assisting residents to be successful with the MHA housing and in improving their economic stability. The RSC will provide Information and Referral that focuses on housing success, crisis intervention, employment, education, and health and safety. All residents live in subsidized HUD/STATE property and are elderly and/or disabled. The RSC will follow-up on notices given to residents and work proactively to decrease the number of notices that result in evictions. This position will work with other staff to assist with program outreach and marketing materials; contribute to the quarterly newsletter, and coordinate other special yearly events. The position will work closely with Property Management, other Resident Service Coordinators, and our data base system. Employ proper Landlord/Tenant and Fair Housing Law Practices and Policies.

**ESSENTIAL FUNCTIONS / MAJOR RESPONSIBILITIES:**

**Housing Success / Eviction Prevention:** Orient new residents. Assist residents with accessing rent/utility assistance, Case Management services, housekeeping services and other connections to resources needed to prevent notices and evictions when possible. Assist and monitor residents to ensure satisfactory tenancy.

**Property Management Liaison:** Assist residents in understanding requirements for tenancy made by managers, assist in filling out required paperwork, and facilitate discussions between residents and Property Manager as needed. Mediate when necessary.

**Evaluation and Outcomes:** Work closely with Property Managers to evaluate the successes of our eviction prevention functions. Enter data into a data base, run reports, and assist with evaluating effectiveness of referrals.

**Information and Referral and Other Residents Resources:**

- Develop and maintain relationships with agencies working with low-income, elderly and/or disabled individuals. Work closely with Aging and Disability, and other local supportive services providers in assisting residents to obtain income through employment, SSI, or SSD.

- Maintain information on relevant referral resources. Produce community resource documents to promote community access.
- Work closely with coordinators to co-facilitate leadership and goal setting workshops.
- Organize and facilitate resident meetings. Problem solve with residents when appropriate. Provide professional communication and leadership in a variety of meeting/presentation settings that support open, honest communication and inclusion of diversity.

Regular attendance is required in accordance with a regular schedule established for the position by the supervisor.

**Supervisory Responsibility:** Job is not supervisory in nature, May supervise volunteers. Reports to the Executive Director.

## **JOB SCOPE:**

Works with Executive Director to determine practices and procedures. Decisions are made in consultation with Executive Director and within organization policy. Contributes to the development of new concepts. Performs duties independently, but guidance and direction are available for unusual critical situations. Contributes to short-term and long-term strategic planning as it relates to Resident Services Program and Property Management. Position involves a moderate degree of complexity in dealing with a wide diversity of work situations. Work is verified on a basis of outcomes and results. Errors may result in missed opportunities, increased agency liability, and resident issues or dissatisfaction, and may produce negative press for organization.

## **INTERPERSONAL CONTRACTS:**

Contracts are normally made with others both inside and outside the organization. External contracts occur with resident, other service organizations, volunteers and in-kind donors. Internal contacts occur with property management and program staff. Contracts are made on own initiative and at the direction of the Executive Director, and may involve confidential information requiring the use of discretion. Contact may be written, face-to-face, via telephone and e-mail. Profanity and abusive language are specifically forbidden.

## **SPECIFIC JOB SKILLS:**

Experience with community organizing and social work. Excellent human service planning skills and ability to engage a broad spectrum of community members in planning efforts. Strong background in working with low-income individuals. Experience in working with individuals with addiction, mental, physical and developmental disabilities. Knowledge of sexual and domestic violence. Possess strong verbal, written and interpersonal communication skills. Good organization skills. Sensitivity and ability to relate to people from diverse lifestyles and cultures. Position includes sitting, walking, standing for a long period of times.

## **JOB CONDITIONS:**

Requires some evening and/or weekend meetings. May be exposed to angry or distraught people.

A valid driver's license is required.

*All Manchester Housing Authority job applicants must be prepared to undergo a criminal background check and testing for the use of unlawful drugs prior to and after employment.*

*Disclaimer: This job description is intended to describe the general nature and level of the work being performed and is not an exhaustive list of all duties and responsibilities. In addition, MHA management reserves the right to amend and change responsibilities and lines of reporting to meet business and organizational needs as necessary*