



<b>Position Title:</b>	Resident Service Coordinator
<b>Last Reviewed:</b>	October 2024
<b>Department:</b>	Resident Services
<b>Position Status:</b>	Full-time
<b>FLSA Classification:</b>	Non-Exempt
<b>Reports to:</b>	Resident Services Manager

### **Position Statement**

This position will work with families, elderly, disabled, and high-risk residents in need of supportive services. These services enable the residents to remain in their apartments and live independently as long as possible. The services provided allow them to improve the quality of their life while introducing them into the larger community. This individual will work closely with leasing staff, Tenant Relations Specialists, and other social service providers to assist families and individuals in becoming more independent while providing support and advocacy with appropriate agencies. At Hearthway, Inc. our work is driven by our mission, our core values and our culture of diversity and inclusion.

### **Essential Responsibilities**

- Perform assessments on residents and identify resident needs to make appropriate referrals.
- Provide general case management and referrals for residents needing assistance.
- Develop strong working relationships with service providers to ensure smooth referrals and follow-up.
- Identify gaps in service delivery and work towards a resolution with existing services providers.
- Create service plans for families and residents.
- Assist residents with community integration, and integration into the housing community.
- Monitor service plans through regular contact with clients and service providers.
- Maintain accurate records of client visits, related supportive agencies, and progress including accurate timely submission of internal reports and reports due to HUD, MHFA, DHCD, or Property Owners. For HUD properties keeping AASC updated.
- Organize resident social activities
- Maintain and edit a directory of service providers for use by community staff, residents and families
- Prepare annual operating budget for Resident Services for each property. These will be submitted for approval to HUD, MHFA, DHCD, or Property Owner.
- Keep current with all rules, regulations, and subsequent changes to the rules for social service programs.
- Attend meetings and seminars as required.
- Become proficient with industry software including.
- Attend mandatory social service training sponsored by HUD and MHFA.

- Complete a minimum of 36 training hours in core requirements within 12 months of initial hiring. The coordinator must receive certification from the Massachusetts Association Resident Service Coordinators. (MARSCH) within 1.5 years. Annually, thereafter, coordinators must attend at least 12 hours of training.
- Provide support to Leasing staff and Property Managers to help ensure tenant compliance and housing preservation.
- Perform community outreach and marketing which includes personal visits to the community service providers, applicants/families, groups, and organizations.
- Design, write, and edit community newsletters that are informative and attractive. The RSC will deliver these newsletters door to door at specific properties.
- Keep up to date with the “Resident Tracker,” doing follow up work, communicating with outside organizations, and communicating progress with the Resident Service Supervisor.
- Work independently from remote locations including resident apartments, community rooms, property offices, main office.

### **Education and Experience**

- High school/vocational diploma, GED equivalent
- Associates Degree preferred
- 2-4 years of case management or human service experience

### **Required Skills or Abilities**

- Ability to work with diverse populations
- Exceptional customer service skills, tact, and patience
- Excellent verbal and written communication skills
- Strong understanding of and comfort with technology (Word and Excel)
- Valid driver’s license and reliable transportation
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement-free environment.
- Must be able to read, write, and speak English clearly.

### **Physical Requirements**

- Some stationary office work.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- This position requires travel by car to multiple residential locations throughout the community. Must be able to tolerate all weather conditions.
- Must have the ability to be on your feet for extended periods of time and to walk short distances.
- Work is completed in complex and sometimes non-traditional settings with diverse populations.
- Potential to be exposed to environmental hazards.

### **Hearthway's Commitment to Equity**

Diversity and a culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

### **Disclaimer**

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer for permanent or continuous employment. Hearthway, Inc. is an at-will employer.

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**(Name)**

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**(Date)**

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**(Signature)**

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Hearthway, Inc. does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.

