



Job Description
Resident Services Coordinator

I. Overview:

Category	Information
Job Title	Resident Services Coordinator
Division	Residential Services
Department (if any)	Supportive and Adult Services
Status	Non-exempt
Hours	20 hours per week
Supervisor/ Reporting	Director, Supportive and Adult Services
Supervisory Responsibilities	None

II. Description (brief)

Provides resident service coordination and resource referrals to Many Mansions' residents who request assistance. Duties include assisting tenants to access services through referral and advocacy, organizing community building and other enrichment activities, and files, and interfacing the coordinating services with other Many Mansions' staff, social service providers and agencies throughout Ventura County.

III. Essential Job Duties & Responsibilities:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Peer Support Specialist include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Attends meetings with representatives from other agencies as needed;
2	Coordinates with the appropriate professionals to assist in the determination of needs, resources, and/or eligibility of services;

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No.	Essential Duty or Responsibility
3	Provide referral and advocacy services for residents including and not limited to: social service and government agencies providing health care, counseling, resolving financial burdens, access to resources and benefits, and/or other needs;
4	Meets regularly with Director of Supportive & Adult Services to report on program activities and make program recommendations;
5	Organizing community building and other enrichment activities/workshops;
6	Maintains and updates all participants records and keeps notes on all resident service coordination meetings;
7	Conducts follow-up activities necessary to assist participants in areas that have been marked for support;
8	Assures participant confidentiality as defined by the standards and practices of the National Association of Social Workers (NASW) and other entities concerned with the quality of the service delivery system;
9	Partner with team to organize social events and life skills workshops. Activities will be planned together with residents and staff with resident-led activities being desired whenever possible; and
10	Post regular office hours and is available during that time for drop-in service coordination;
11	Prepares documents and/or reports as required by various funding sources;
12	Other duties as assigned.

IV. Qualifications & Conditions:

Category	Qualification or Condition
Communication	English proficiency is required. Bi-lingual (English/Spanish fluency) is a must. Must be able to communicate in both languages clearly and effectively in both oral and written form.
Computer Skills	Must be computer literate with experience in Microsoft Word, Excel and Outlook. Ability to navigate the Internet for research purposes.
Driving	Must have a valid California driver's license and proof of insurance.
Education and/or Experience	Bachelor's degree in Human Services area (e.g. Social Work, Psychology, Public Health) preferred. Two years social

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	service or counseling experience (preferably in a non-profit environment) desired;
Mathematical & Reasoning Skills	Ability to add, subtract, multiply and divide. Ability to develop a budget. Ability to develop a budget;
Physical Demands	While performing the duties of this job, the employee is regularly required to sit, talk, hear and use hands to finger, handle, or feel objects, tools and/or controls. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must occasionally lift and/or move up to 30-40 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to adjust focus. Usually in seated position during work hours; may be in standing position for up to one hour per day.
Work Environment	Moderate to high stress work pace. This position may be fast-paced and require the employee to perform multiple tasks and be self-motivated. Must be able to handle resident emergencies. Environment may have frequent interruptions, time constraints, and emotional distress. Noise level is low to moderate. Environment includes working in close proximity to the home of residents who have been homeless and may be accustomed to street culture. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and to model professional behavior. Corporate culture is friendly and goal oriented.
Other Skills and Abilities:	Have knowledge of the social service programs and providers within Ventura County. Also, knowledge of interviewing and assessment techniques and crisis management techniques. Strong work ethic and positive team attitude, with excellent problem solving and interpersonal skills are necessary for success in the position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions.

To apply, please email resume, cover letter, at least 3 (three) references and [employment application](mailto:colleenm@manymansions.org) to colleenm@manymansions.org.

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