



## **Job Description Community Services Program Coordinator**

### **Overview:**

<b>Category</b>	<b>Information</b>
Job Title	Community Services Program Coordinator (Families Focus)
Division	Adult Residential Services
Department (if any)	Community Services
Status	Non-exempt
Hours	40 hours per week
Supervisor/ Reporting	Community Services Program Manager
Supervisory Responsibilities	None

### **Many Mansions, Adult Residential Services Overview**

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents' housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Specifically, our Community Services program is built to support low and very low-income households with programmatic offerings, resource referrals, and individual case management as needed. The program works inter-departmentally as well as with an extensive network of external partners that provides residents with additional resources and services.

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**Description (brief)**

The Community Services Coordinator provides case management, training, and resource referrals to Many Mansions residents, with the goal of housing stability, economic resiliency, and overall wellbeing. The role includes a specific focus on children and parents; developing and facilitating parenting workshops, aiding parents navigating mental health challenges, social services and the education system, and facilitating a food assistance program. As such, the role will require significant collaboration with Many Mansions Youth Programs. The role conducts significant outreach efforts, as well as interfaces and coordinates services with social service providers and agencies throughout the region and works across divisions with Property Management and Resource Development Divisions to coordinate special programs, family events, workshops and presentations for residents. The role is responsible for activities tracking and data quality, developing efficient reporting system with support for Resource Development.

**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 Community Services Program Coordinator include, but are not limited to, the following:

<b>No.</b>	<b>Essential Duty or Responsibility</b>
1	Provide individual, short-term case management, as needed, conducting intake, assessments and service planning for individuals and families using a strength-based, trauma-informed approach. Offer referral and advocacy services for residents including and not limited to: housing stability support, referrals to community-based and government agencies providing health care and counseling, resolving financial burdens, access to resources and benefits, employment development, and/or other needs.  Maintain routine communication and set monthly meetings with the on-site Community Manager to identify residents needs and coordinate care.
2	Assist families in navigating early childhood education, childcare subsidy programs, registration processes, school readiness, and referral to appropriate child- and family-serving systems, including child mental health services. Maintain and increase early education knowledge and coursework (ECE units) and increase overall division knowledge specific to children and families by providing staff training and support.

No.	Essential Duty or Responsibility
3	<p>Develop, coordinate, and facilitate parenting workshops and trainings (e.g. parenting skills, child development, coping with mental health challenges in the family, navigating early childhood systems) to empower parents in low-income households.</p> <p>Provide additional workshops and learning opportunities to increase skills in various areas (life, employment, etc.) Topics may include financial literacy, strengthening families, wellness and recovery, conflict resolution, employment development, and others as needed. Maintain a daily calendar of activities and client services.</p> <p>Have flexibility to work evenings and weekends as needed to meet program and resident needs.</p>
4	<p>Conduct extensive outreach to residents utilizing various methods (presence on site, flyers, emails, etc.) to make the availability of programs services known. Participate in other departments' events (ex. Spring Fair) to interface with residents and increase knowledge of Community Services.</p>
5	<p>Build extensive knowledge about available resources in the community. Build and strengthen relationships with social service providers and agencies that are prospective and current partners, with a focus on organizations serving children and parents, to strengthen the referral network and service integration. Organize opportunities for partners to present to residents to increase their knowledge of available resources and remove barriers to participation. Examples may include on-site resource fairs, mini resource fairs, educational series on site, one-time workshop with a partner, and more.</p>
6	<p>Collaborate with adult services, youth programs, and Property Management to organize community building, resident councils, social events, and other enrichment activities/workshops to encourage community integration and prevent isolation; Resident-led activities are desired whenever possible.</p> <p>Attends monthly team and department meetings.</p>

No.	Essential Duty or Responsibility
7	Manage food assistance efforts, including coordinating volunteers with Resource Development and preparing documents and/or reports as required.
8	<p>Maintain accurate case notes and participants' records; Work with Resource Development to provide quality data, success stories, and key metrics (e.g., workshop attendance, referral follow-through, parent and child wellness indicators) for grant reporting and public awareness purposes. Support preparation for audits, as needed.</p> <p>Conduct ongoing assessment of community needs. Meet regularly with Community Services Program Manager to report on program activities and make program recommendations;</p>
9	<p>Crisis and Safety Response:</p> <ul style="list-style-type: none"> <li>● Respond effectively to crisis situations using de-escalation techniques.</li> <li>● Maintain knowledge of CPS (Child Protective Services) and APS (Adult Protective Services) reporting systems.</li> <li>● Stay current on crisis team protocols and procedures.</li> <li>● Complete and submit incident reports accurately and promptly.</li> </ul>
10	<p>Maintain client confidentiality, adhere to organizational policies and procedures, stay current on local resource landscape, and continuously engage in professional development.</p> <p>Other duties as assigned.</p>

**Qualifications & Conditions:**

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Education and/or Experience	Substantial education and experience in the supportive /or affordable housing area, mental and behavioral health, social services, social work, case management, child development,

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	<p>counseling, or family services. Experience with parents and children is strongly preferred. This includes, but is not limited to a combination such as a bachelor’s degree and 2 years of work experience <i>or</i> four years work experience.</p> <p>There must be demonstrated knowledge of case management and issues affecting low income, formerly homeless, and families dealing with physical and mental health disabilities.</p> <p>Knowledge of or ability to learn early childhood education systems, childcare subsidy programs, mental health referral pathways, and community resources for families is required. Child Development and Early Childhood Education (ECE) units are highly preferred.</p> <p>Knowledge of CPS/APS systems, mandated reporting, crisis response, and incident documentation is required or must be acquired</p>
Communication	<p>Excellent communications skills, including but not limited to, the ability:</p> <ul style="list-style-type: none"> <li>● To speak, write and read English fluently;</li> <li>● To write reports and other correspondence clearly, meaningfully, and persuasively;</li> <li>● To speak, listen, and respond effectively with and among staff, agencies, residents, and others;</li> <li>● To give presentations and speak effectively before groups and organizations.</li> <li>● To engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches.</li> </ul> <p>Spanish language proficiency is highly preferred.</p>
Leadership Skills	<p>This position is fast-paced and requires the employee to be highly organized to be able to perform multiple tasks. Must be self-motivated and have initiative.</p>

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	<p>Must have strong work ethic and positive team attitude, with excellent problem solving and interpersonal skills.</p> <p>Demonstrated ability to work inter-divisionally and to develop and maintain strong relationships with external agencies is highly preferred.</p>
Computer Skills	Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook), social media, and data management programs is highly preferred.
Driving	Must have a valid California driver's license and proof of insurance.
Mathematical & Reasoning Skills	Ability to add, subtract, multiply and divide. Ability to develop a budget. Ability to develop a budget;
Physical Demands	<p>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.</p>
Work Environment	<p>Moderate to high stress work pace.</p> <p>The environment may have frequent interruptions, time constraints, and emotional distress. The noise level is low to moderate.</p> <p>The environment includes working in close proximity to the home of residents who experience behavioral health challenges and may have been homeless. May be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and model professional behavior.</p> <p>Employees may be in contact with individuals and families in crisis who may be ill, use substances, and/or not be attentive to personal health and safety for themselves. Employees may experience a number of unpleasant sensory demands.</p>

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	<p>The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.</p> <p>Should be comfortable working in a pet friendly environment.</p> <p>Corporate culture is friendly and goal oriented.</p> <p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.</p>
Other Skills and Abilities:	<ul style="list-style-type: none"> <li>● Have knowledge of the social service programs and providers within Ventura County.</li> <li>● Knowledge of interviewing and assessment techniques and crisis management techniques.</li> <li>● Maintain and executes confidential information according to HIPAA standards</li> <li>● Obtain and maintain CPR/First Aid Certification</li> </ul>

**MANY MANSIONS IS AN EQUAL OPPORTUNITY EMPLOYER**

Selection will be based solely on merit and will be without discrimination in our employment practices, including compensation, against any employee or applicant because of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

**Certifications**

10/2025

A copy of this Job Description was given to the staff member.

Date: \_\_\_\_\_

\_\_\_\_\_  
(Supervisor or Human Resources)

I received a copy of this Job Description.

Date: \_\_\_\_\_

\_\_\_\_\_  
(Staff Member)