

Job Announcement

Position: Resident Service Coordinator	Department: Community Development
Location: Hughesville, MD	Employment Status: Full-Time
FLSA: Exempt Grade: 14	Compensation: \$54,816 per annum/ \$26.3539 per hour
Weeks Worked: 52 Revised: 11/06/2023	Work Per Week: 40 + Monday – Friday, some evenings/weekends
Opening Date: November 9, 2023	Closing Date: Until filled

Summary of Job Description: Southern Maryland Tri-County Community Action Committee is implementing a Resident Services Program to provide support to our residents. The coordinator will identify, assess, select, and maintain professional working relationships with services offered through SMTCCAC and to services available through partner community organizations and programs. The initial effort is to document resident needs and identify services and resources to help. The primary focus will be to help households maintain their housing stability, and thus will identify households who are at-risk of losing their housing and will coordinate with the property manager and SMTCCAC’s housing staff to develop a plan for at-risk households. The coordinator will also document other household needs and coordinate services to address the issues.

The coordinator will work closely with property management in situations where a tenant’s residency is at risk, and work with the family to rectify the issues. The coordinator will also work with the property manager to orient new residents to the program and services available. Where necessary, our licensed Social Worker and/or Housing staff will help to mediate tenant issues. The coordinator will also work with residents to organize and form Resident Councils, if desired, to empower residents and involve them in governance and improving community safety. The Resident Services Coordinator will also help with organizing resident social events, training and workshops, and community building events.

The coordinator will follow up periodically with participating households to review progress, and amend their plans as needed. The coordinator will develop program targets, track and measure results and report on outcomes. Data will be collected on achievement of specific measurable outcomes to better inform our partners, funders, and the community about the success of the program, and to assist the agency with evaluating and amending the program.

Another goal of Resident Services is to help integrate our properties and our residents into the broader community and to help our residents access resources in the community. SMTCCAC maintains working relationships with numerous service agencies, social service programs, and partners in the community, which provide a wide range of supportive and educational resources in the community. The coordinator will link participants to needed services. The activities include referring residents to services, bringing social-service delivery on site as well as organizing social or community-building opportunities. They generate goodwill and serve managers by being well informed about what is happening in the development and intervening with problem tenants.

Summary of Requirements: bachelor’s degree in social work, or related field and five (3) years of successful experience coordinating services for low-income households. Experience working directly with low-income households providing counseling, property management, or with case management are a plus. Preference is for someone with community organizing experience, experience organizing

community events, meetings, and training; and/or has experience with community outreach and engagement with community residents. Skills and proficiency using Microsoft Word, Excel Spreadsheets, Outlook, or other software applications to retrieve data, create spreadsheets, and reports.

Responsibilities and Duties:

Plan and coordinate supportive services to SMTCCAC residents which help them to maintain housing stability, become more self-sufficient, increase socialization, and improve their quality of life. The Resident Services Coordinator will maintain a caseload of approximately 40 families with identified needs to maintain housing stability. Identify resources and services throughout the community which will serve the participants needs and develop a working relationship with service providers for referring clients. The coordinator will also coordinate and provide logistics support to the housing counseling staff to schedule workshops and training to help clients live more independently and may provide some supportive services themselves. They may need to provide mediation services to resolve potential issues with landlords or neighbors.

Develop positive, professional, working relationships with the property's residents and the property management staff.

Cooperate with the Building Manager to assist the resident in maintaining lease compliance and in obtaining and coordinating services.

Work with families who are at-risk of losing their housing to develop housing stability plans.

Identify and evaluate the resources in the community.

Refer residents to appropriate services.

Help residents facilitate social activities and community-organizing activities.

Disseminate information about the resident services program to residents.

Coordinate logistics for workshops and training.

Coordinate mediation when necessary.

Set program target outcomes, following up and tracking referral outcomes to ensure that residents have achieved a successful outcome from the resource service.

Maintain case notes in a protected, confidential, secure file cabinet.

Coordinate Resident Councils as appropriate and desired by residents.

Build community by engaging the surrounding community's participation in workshops and events.

Prepare monthly newsletters for each of the projects.

Other duties as assigned.

Licenses or Certificates:

Valid Maryland Driver's License.

Special Requirements:

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Pre-Employment, Random, Post-Accident Drug and Alcohol testing, Current Driving Record, and valid Insurance Appropriate minimum.

Physical Demands:

Work requires limited physical effort.

Applications Accepted By: Mail and Online	
<u>Mail to:</u> SMTCCAC, Inc. - Human Resources Dept. P.O. Box 280 Hughesville, MD 20637	<u>Online at:</u> www.smtccac.org
Required Documents: The following documents are required based on job: In addition to your application and resume please provide a copy of your degree and/or a copy of your college transcripts. Applications and Documents submitted with missing information will not be considered. Do not send applications via Fax.	

An Equal Opportunity/Affirmative Action Employer