

Catholic Charities, Archdiocese of Denver
Housing Management Services
Job Description

Job Title: Resident Services Coordinator
Department: HMS
Reports To: Clinical Supervisor, Resident Services Coordinators
FLSA Status: Non-Exempt

MISSION

Archdiocesan Housing Inc., a division of Catholic Charities, is committed to the national housing goal of providing quality, safe, and affordable housing for all members of our community. Archdiocesan Housing Inc. welcomes applications from all income-qualified persons without regard to religion, race, sex, color, familial status, handicap, or national origin in accordance with the national Fair Housing Act.

SUMMARY

The Resident Services Coordinator is part of the Housing Management Services division of Archdiocesan Housing, Inc. The Resident Services Coordinator is responsible for developing and implementing programs and resources to assist residents in pursuing avenues to improve their physical, financial and emotional needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Establish programs that can be implemented at all sites to further the goal of assisting residents concerning their needs for education, training, language, parenting, family stability and other services that will lead to self-sufficiency.
- Recommends the necessary level of intervention by evaluating client data.
- Under guidance, develops and modifies treatment/service plans for individuals, families and ancillary service providers for review. Implements as directed.
- Provides supportive services and basic counseling and crisis intervention to assist clients in reaching goals.
- Implements program objectives and performance standards as directed by supervisor/ management
- Monitors and assesses client progress towards identified goals.
- Maintains accurate and up-to-date case records; documents client contacts and progress to ensure program compliance and adherence to standards
- Maintains collaborative working relationships with community-based organizations and parishes for reasons of advocacy, education, resource development and public relations.
- Facilitates support/educational groups for clients, may plan curriculum.
- Authorizes services of the organization based upon assessment of need and availability of resources.
- Maintains accurate and timely program statistical data to meet reporting requirements. Enters data and generates reports.
- Demonstrates skills and sensitivity to the cultural/linguistic differences of staff, clients and community.
- Supports, promotes and adheres to Catholic Charities' vision, mission, values and Code of Ethics.
- Reflects Catholic Charities' commitment to treating all persons with dignity and respect.
- Uses creativity and innovation in program development and service delivery.
- Maintains confidentiality of client and agency information.
- Regular and predictable attendance.
- Minimum of 75% onsite work delivering commodities and providing direct in-person service to clients.

OTHER DUTIES AND RESPONSIBILITIES

- Good steward of Agency human, financial and capital resources
- Participate in Division or agency events/initiatives.

- Provides emergency response coverage for programs with on-call rotations.
- Participates effectively as a team member through communication, cooperation, information sharing and problem solving.
- Participates in staff trainings and programs as required.
- Any other tasks or duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

- Knowledge of the principles and processes of providing resident services in order to solve resident problems and optimize residents' quality of life.
- Knowledge of fair housing regulations preferred.
- Knowledge of community and governmental benefit services and ability to work with employees of programs designed to enrich the lives of residents.
- Ability to comfort residents and their families during difficult situations by speaking with them and helping them with various needs.
- Demonstrate strong communication, organizational and interpersonal skills.
- Skills in establishing and maintaining effective working relationships with clients, other employees, organizations, and the public are required.
- Flexible and ability to multi-task in a fast-paced environment.
- Ability to communicate clearly in both oral and written forms.
- Ability to operate basic office equipment to include a computer and peripherals, printer, photocopier, phone, facsimile, etc.
- Ability to work in a general office environment.
- Knowledge of the service population's cultural and socioeconomic characteristics and the appropriate techniques and practices for the client population.
- Ability to interact effectively as a team member and independently with Agency staff and with a diverse client base.

EDUCATION and/or EXPERIENCE

Bachelor's Degree (BA) or equivalent from accredited four-year college or technical school; and one-year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid CO driver's license, satisfactory driving record and proof of insurance required.
- Must be deemed insurable by Catholic Charities insurance carrier.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, and use hands to handle and feel. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

- Travel: Minimal within local area and throughout the Diocese.

The noise level in the work environment is usually moderate.

OTHER

- Equipment Used: General office.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel as classified.

Catholic Charities is a drug free workplace. Pre-employment drug screen required for this job.

Employee Name (Printed)

Employee Signature

Date

Manager Signature

Date