

POSITION DESCRIPTION
RESIDENT SERVICES COORDINATOR
CLASSIFICATION: COORDINATOR

I. INTRODUCTION

The Resident Services Coordinator has the primary responsibility of conducting social and educational activities for residents of the Central Texas Housing Consortium (CTHC). Duties are performed in accordance with federal, state and local laws, applicable regulations, and CTHC policies and procedures.

II. COMPETENCY DESCRIPTORS:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CTHC. Uses appropriate judgment and decision making in accordance with level of responsibility. Shares job knowledge with others.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work. Seeks continuous improvement by appropriately challenging the status quo. Encourages others to embrace the application of new methods, processes, procedures, tools, and/or techniques.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate. Calls attention to potentially hazardous conditions as they arise.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard. Understands expected deliverables; seeks clarity when work requested could be out of scope. Interactions with clients are on-track for building an effective relationship.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed. Demonstrates full understanding of the team's work processes and procedures. Collaborates with others to identify, understand, and presents solutions to others. Secures the confidence of fellow team members.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Organization expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance and

punctuality. Keeps team lead informed of issues and challenges that warrant their attention. Proactively identifies and resolves issues/challenges, keeping others informed as appropriate, even when the issue is outside employee's area of official responsibility.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work. Demonstrates resilience, does not give up in the face of challenges. Motivated to do his/her best for good of the organization. Responds honestly to requests for feedback and offers suggestions for improving performance.

III. DUTIES AND RESPONSIBILITIES

A. Resident Services

1. Identify CTHC residents who need jobs. Establish what skills they have and/or need. Coordinate training activities with the Texas Workforce Commission (TWC) and employers to assist these persons in becoming employed. Monitor training and employment to assist in overcoming problems that interfere with success.
2. Intervene in resident problems identified by the Executive Director, Housing Director or Director of Services to assist in resolution such as:
 - a. Quarreling between families (especially when children are involved).
 - b. Child or spouse abuse.
 - c. Poor housekeeping.
 - d. Resident unable to care for self and live independently.
 - e. Children involved in gang or illegal activities.
 - f. Illiteracy.
3. Coordinate and chaperone outside activities for children to provide positive experiences and role models. Examples are sports activities, children's theater, crafts, picnics, and tours.
4. Coordinate and carry out activities for the elderly and handicapped to enhance their quality of life and prevent premature placement in more restrictive living environments. Coordinate with other agencies to carry out these activities.

B. Partnerships

Coordinate with local agencies to bring programs and services to CTHC residents. Examples are Literacy Council, MHMR, Temple and Belton public schools, Ralph Wilson Youth Club, hospitals, Police Organized Crime Unit, TWC, churches, Cultural Activities Center, City Recreation Department, Bell County Human Services, etc.

Establish a pool of volunteers to assist with youth, elderly and family needs and activities.

C. Administrative

Maintain accurate up-to-date records of assigned grant supported resident activities. Program activity must be recorded on a timely basis. Employee is responsible for organizing and planning each day's work schedule.

D. Other duties as required.

IV. EDUCATION/SKILLS

- A. Employee must have a two-year degree from an accredited college related to the functions of this position and a minimum of two years relevant experience.
- B. Employee must be able to use a computer and other office equipment. Must be proficient in standard Microsoft Office programs.
- C. Employee must project a pleasant demeanor with supervisor, co-workers, volunteers, applicants, residents and the general public. Employee must possess excellent verbal and written communication skills along with analytical ability, mature judgment, and project coordination experience. Employee must also possess organizational skills and demonstrate the ability to work as part of a team.

V. PHYSICAL REQUIREMENTS

Employee must be able to stand for prolonged periods, climb stairs, sit for extended periods to use the computer and complete assigned tasks, walk as required to visit properties and other work related activities, and lift up to 20 pounds.

VI. OTHER REQUIREMENTS

- A. Employee must possess valid Class C driver's license and have a driving record that will meet requirements of CTHC auto insurance company.

Employee must protect insurability by driving in such a manner both on and off the job so as not to be found guilty of DWI or have been issued a number of traffic violations which result in cancellation of the employee's coverage or an increase in rates. Upon such notice the Executive Director may terminate the employee for misconduct related to the job.

- B. Employee must not be involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance. The Executive Director may terminate the employee for these practices.

VII. SUPERVISION RECEIVED

Employee is under the direct supervision of the Director of Services.

CERTIFICATION: I have read and understand the above position description, and I agree to fulfill all requirements.

Employee Signature

Date