



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

**Resident Service Coordinator
Berkshire Housing Services Inc**

Position Title:	Resident Service Coordinator
Last Reviewed:	February 2023
Department:	Resident Services
Position Status:	Full-time
Classification:	Non-Exempt
Reports to:	Resident Services Manager

Position Statement

This position will work with families, elderly, disabled, and high-risk residents in need of supportive services. These services enable the residents to remain in their apartments and live independently as long as possible. The services provided allow them to improve the quality of their life while introducing them into the larger community. This individual will work closely with leasing staff, Property Managers, and other social service providers to assist families and individuals in becoming more independent while providing support and advocacy with appropriate agencies. Outreach will be performed to ensure tenants are in compliance with LIHTC and HUD programs.

Essential Responsibilities

- Perform assessments on residents living in BHSI's property and identify resident needs to make appropriate referrals.
- Provide general case management and referrals for residents needing assistance.
- Develop strong working relationships with service providers to ensure smooth referrals and follow-up.
- Identify gaps in service delivery and work towards a resolution with existing services providers.
- Create service plans for families and residents.
- Assist residents with community integration, and integration into the housing community.
- Monitor service plans through regular contact with clients and service providers.
- Maintain accurate records of client visits, related supportive agencies, and progress including accurate timely submission of internal reports and reports due to HUD, MHFA, DHCD, or Property Owners. For HUD properties keeping AASC updated.
- Organize resident social activities
- Maintain and edit a directory of service providers for use by community staff, residents and families
- Prepare annual operating budget for Resident Services for each property. These will be submitted for approval to HUD, MHFA, DHCD, or Property Owner.
- Keep current with all rules, regulations, and subsequent changes to the rules for social service programs.

- Attend meetings and seminars as required.
- Become proficient with industry software including.
- Attend mandatory social service training sponsored by HUD and MHFA.
- Complete a minimum of 36 training hours in core requirements within 12 months of initial hiring. The coordinator must receive certification by Massachusetts Association Resident Service Coordinators. (MARSCH) within 1.5 years. Annually, thereafter, coordinators must attend at least 12 hours of training.
- Provide support to Leasing staff and Property Managers to help ensure tenant compliance and housing preservation.
- Perform community outreach and marketing which includes personal visits to the community service providers, applicants/families, groups, and organizations.
- Design, write, and edit community newsletters that are informative and attractive. The RSC will deliver these newsletters door to door at specific properties.
- Keep up to date with the “Resident Tracker,” doing follow up work, communicating with outside organizations, and communicating progress with the Resident Service Supervisor.
- Work independently from remote locations including resident apartments, community rooms, property offices, main office.

Education and Experience

- High school diploma, equivalent, or life experience
- Associates Degree preferred
- 2-4 years of case management or human service experience

Required Skills or Abilities

- Ability to work with diverse populations
- Exceptional customer service skills, tact, and patience
- Excellent verbal and written communication skills
- Strong understanding of and comfort with technology (Word and Excel)
- Valid drivers license and reliable transportation

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change anytime with or without notice.

This document does not extend an offer for permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: _____

Team Member Signature: _____

Date: _____