Resident & Social Service Coordinator

Terms of employment: Full-time, Non Exempt, MSW Required

Job summary: The Resident & Social Service Coordinator (RSSC) plans & implements programs & activities to improve the quality of life for residents of Columbia Heights Village Apartments (CHVA), assisting the Executive Director in specific assignments that achieve the goals & objectives outlined in our Strategic Plan to improve the quality of life for all CHVA residents.

Responsibilities include:

• Develop understanding of & relationships with existing social service, health service & financial counseling services as well as other existing programs being offered in our service area
• Coordinate and advocate for programs that assist residents in their daily lives.
• Build a strong relationship with the property management officials (Clark) who oversee the day to day operations of CHVA to obtain their support & to familiarize them with social services known and available throughout our communities leading to better understanding of the individuals & families we serve.
• Create an atmosphere through education and training in which residents feel empowered to access services in order to meet their own needs
• Prepare grant requests & reports to and for government & other social service agencies offering services to CHVA residents.
• Plan & implement the CHVA Family Self Sufficiency Program which often requires greeting CHVA residents at the office when they come in for service requests. The RSSC will assist CHVA residents with these requests.

Essential functions

General:

• Developing & maintaining strong relationships with all social service and public, agencies (private, governmental, & non profit) offering social services in the Columbia Heights neighborhood. This includes the Resident Services Committee (RSC) as well as the Columbia Heights Tenant (Resident) Association (CHTA).
• Understanding all existing social service programs available in the service area as well as tracking new or revised programs being offered.
• Maintaining a written catalogue which is updated on a regular basis that clearly outlines: services available in our service area, names of those provider organizations, types of services being provided, and how, where & when residents may contact these organizations.
• Promoting a positive social climate to foster residents’ psychological & social well-being by developing, implementing, & monitoring educational, recreational, therapeutic, health & wellness, & financial stability & counseling programs for resident participation either as a group or individually.
• Inviting and involving CHVA residents & Resident Services Committee along with other interested residents and other creative means yet to be determined to develop the Social Services Plan.
Social Service Program Research, Planning, & Development

• Perform the necessary research to determine what social services are currently being offered in our service area. This includes (but is not limited to the following fields): 1) Physical, mental and emotional Health, 2) Nutrition/Fitness, 3) Education & Training, 4) Financial Counseling, 5) Recreation, 6) Anger Management & Other Services that will add to the empowerment of the residents, and 7) Preparation for Home Ownership for those families seeking that as a goal for themselves or their family.
• Update this list of services available regularly.
• Develop, within the first six (6) months in this position, a written Social Services Plan for review by the RSC & CHTA for ultimate adoption by the Board of Directors. Plan to be updated on an annual basis.

Relationship Building & Implementation

• Build & maintain STRONG, PROFESSIONAL relationships with key staff members of identified social service providers with a goal of the RSSC to develop a strong rapport with key team members of these service providers.
• Doing the same as above with the property management professionals serving the residents.
• Identifying & establishing trust with those residents who have the greatest needs.
• Recommending program modifications for continuous improvement of the social service delivery system for all residents.

Communications:

• Coordinate an outreach event calendar of collected and prepared materials as a communication tool for residents of services available in coordination with our property management partners.
• Organize and maintain promotional materials in a central location and produce packets and binders when necessary.
• Attend training sessions as directed by Executive Director.
• Serve as liaison to printers; obtaining quotes, gathering specs and placing orders for brochures, posters, flyers and other marketing materials for the social service delivery program.
• Coordinate with the Executive Assistant to post news & updates on our Website (Note: Website is still in the development/planning phase.)
• Keep abreast of laws, regulations, programs, and policies in this assigned area of responsibility and inform Executive Director of such changes.
• Identify and encourage leaders among the residents to volunteer with aspects of the service program and the Social Services Plan
• Encourage others through outreach within CHVA and the Columbia Heights neighborhood to volunteer
• Desired but not required: Bilingual
• Other related duties as assigned by Executive Director.

Position specifications

Required:

• Strong “People Skills” & a genuine, heartfelt concern for individuals & families in need.
• A flexible, agreeable individual, who is able to address and prioritize frequently changing priorities.
• A “Team Player”.
• Proven ability to handle multiple tasks in a busy workplace environment.
• Excellent communications skills including professional writing skills & proficiency.
• Proficiency in Microsoft Office Suite, specifically Word, Excel and PowerPoint.
• A background in and a history of working in the social service field (“applied/practical, not theoretical”).
• Strong organizational skills including planning, management, communications (verbal & written)
• A Master’s Degree in Social Work (MSW) from an accredited college or university.
• D.C. residents given preferential consideration if all other criteria are met.
• Professional writing skills using proper grammar, punctuation, & spelling.
• Grant writing experience & skills.
• Have 2 to 3 years of experience working in an urban area with individuals & families at or below 60% Area Median Income (AMI).

Preferred: A LISW or LCSW or making serious progress obtaining these designations.

Working conditions:

• Equipment use:
  o Includes use of computers, PC, laser printer, copy machine, fax machine and telephone.
• Work hours:
  o 40 hours per week.
  o Occasional, various evening, weekend and holiday hours may be required.

Mental, physical and communication requirements:

• The mental, physical and communication 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.
• Work at outreach events requires ability to transport self and materials to various locations outside of office.
• Requires effective public speaking in a clear and professional manner.
• Requires working alone or with minimal supervision. Must be self-motivated.
• Requires patience and tact when working with difficult, emotional or angry people.
• Requires ability to work in team environment.
• Requires attention to detail.

Please send your resume and cover letter & cover letter to Frank Lucician, Executive Director, CHANGE All Souls Housing fel1800riverwalk@hotmail.com