

## **RESIDENT SERVICES COORDINATOR - 0351**

**REPORTS TO:** Onsite Community Manager

**POSITION:** Full Time, 40 hours a week Monday- Friday. Flexible hours including evening and some weekend hours.

### **ORGANIZATIONAL BACKGROUND:**

Habitat America, a third party property management company, has been managing apartment communities for over 30 years with the highest level of service for our residents. Offering senior living, affordable and market-rate apartments in Delaware, Maryland, Pennsylvania, Virginia and Washington, DC, we strive to deliver professionally run communities that provide space to enjoy happy, healthy lifestyles.

Habitat America offers a pleasant working atmosphere with advancement opportunities, competitive salary, along with benefits. These benefits include health and dental plans, paid time off, online and in-person job training, access to 401k plan and much more! Habitat America puts strong emphasis on professional growth and promotion from within; training and allowance plans are offered for education.

Faircliff Plaza West is professionally managed by Habitat America for Somerset Development Company. Somerset's Resident Resources Manager oversees program direction, outcomes, and fiscal management of Resident Services programming at all Somerset sites.

Faircliff Plaza West Apartments (FPW) is a 112 unit, Project Based Section 8, apartment complex in the Columbia Heights neighborhood of Washington, DC. Faircliff Plaza West Apartments was acquired in 2005 by Somerset Development Company, LLC with its limited partners and the FPW Tenant Association. The Ownership (FPW, LP) provides a share of net cash flow for resident services and has partnered with Faircliff Plaza West Community Center Association (FPWCCA), a 501 (c) 3 non-profit entity to provide those services. The goals of the resident services program are to provide community activities, educational and social services to the residents of FPW and surrounding community.

### **POSITION:**

Working with the Faircliff Plaza West Community Center Association Board, and an array of partners, the Resident Services team provides a broad range of social services and educational programs. They are responsible for implementing and developing programs and partnerships, which include out of school time programming for youth, computer instruction, gardening, job referrals, scholarships, health and wellness, and a variety of youth, adults, family and senior activities.

The Resident Services Coordinator is an employee of Habitat America and reports to the Property Manager at Faircliff Plaza West. The RSC is responsible for implementing and developing programs, activities, and events for the benefit of Faircliff Plaza West residents. Responsibilities include but are not limited to connecting residents with needed and available community resources, coordinating and implementing social activities & educational programs for youth, adults, seniors, families, and partnership development.

### **Specific Responsibilities include, but are not limited to, the following:**

1. **Provide Case Management:** Provide holistic and comprehensive case management services to all residents in need at the property including: intake assessment, benefit assessment, goal setting, long & short-term case plan development, progress monitoring, advocacy and referrals to District resources. Assist residents in completing forms and applications and guide them in making links to appropriate agencies.
2. **Plan and Implement Programs and Activities:** Needs of youth, adult, senior, and families are

identified and responded to with appropriate workshops, programs and activities, as prioritized and agreed upon in consultation with supervisor. Programs are designed with a special emphasis on health/wellness, financial fitness, and education with programming. Programs are offered at times convenient for the majority of residents, including some evening programs for residents who work during the day.

3. **Partnerships:** Maintain contact with community partners, including non-profits and vendors, to bring relevant workshops, programs, activities, and opportunities to the community. In consultation with Community Manager (supervisor), create relevant memoranda of understanding with partners and vendors to ensure compliance with accounting and risk management. Assure best practices and clear communication are implemented with all parties involved in the partnerships.
4. **FPW Community Center Association:** Attends quarterly meetings with the Faircliff Plaza West Community Center Association Board to work collaboratively on the planning and development of Resident Services Programs in the context of the approved annual budget. Provide a quarterly report on results of programming and make recommendations for partnerships, activities, and events. Collect feedback about programs and services and ensure appropriate and timely resolution.
5. **Supervise intern(s), and volunteers:** Coordinate and supervise volunteers to work as facilitators and help meet other community needs. Support volunteers by providing curricula, when appropriate, and all other necessary program materials.
6. **Maintain Community Spaces and Equipment:** Ensure that groups using the community room and computer center clean up after each activity and take care of the equipment in each room. Maintain computer equipment by coordinating technical support for adjustments and repairs, as necessary, and upgrades, as possible.
7. **Collect Data and Assist with Reporting:** Compile and enter relevant data in monthly report on program outcomes. Assist with the completion of monthly reports on time each month and other reports, as requested. Based on program participation data and other input from residents, use the allocated program funds to provide a variety of popular programs and useful services without overspending. Provide accurate and timely documentation of all expenses.
8. **Other duties as assigned.**

#### **REQUIREMENTS:**

- Human Services Degree
- Experience working in the social service field
- Experience planning and implementing programming and events for multigenerational communities.
- Experience reporting outcomes.
- Experience with diverse communities
- Strong interpersonal and organizational skills, computer skills and competency in Microsoft Office programs.
- Strong motivation and the ability to work independently
- Fluency in Spanish desired.

**Term & Compensation:** Compensation based on salary history and experience.

**Application:** Application must include a cover letter, resume, and salary requirements. All applicants must apply at [www.HabitatAmerica.com](http://www.HabitatAmerica.com)

EOE.