

Wesley Housing Job Description

Job Title: Resident Services Coordinator

Department: Resident Services

Reports To: Regional Community Services Manager

Supervisory Role: Supervises Interns and Volunteers

FLSA Status: Exempt (Salaried)

Location: varies –Wesley Housing communities in Northern Virginia and District of Columbia

Apply here: <https://recruiting.paylocity.com/Recruiting/Jobs/Details/1079036>

Job Summary

The Resident Services Coordinator (RSC) coordinates case management, including intake and referral of residents to appropriate service providers including housing stability services, eviction prevention, food assistance, transportation, financial literacy, counseling, employment assistance, and other services. The RSC is responsible for all aspects of Wesley Housing's delivery of programs to residents; they proactively develop and deliver mission driven programs and events to residents. and report on programming

Location: We are hiring for two Resident Services Coordinators. One position is based in Arlington, VA, at The Cadence which is currently under development. The other position is based in Arlington, VA and Falls Church, VA at Colonial Village Apartments and Wexford Manor Apartments.

To learn more about Wesley Housing, check out our website at <https://wesleyhousing.org>

Essential Functions

- Identify, coordinate and monitor management and delivery of social services programs at Wesley Housing properties
- Lead, coordinate, and/or facilitate activities that address the social and recreational needs of the community with the assistance and participation of the residents
- Evaluate and assist residents and program participants so they can access appropriate community resources in alignment with their stated needs
- Oversee inclusive resident programs (outcomes, program design, and implementation) that cater to various populations including seniors, youth, families, etc.
- Provide individual outreach to residents at least quarterly, through wellness checks
- Organize and provide support to the Resident Life Council, Town Halls, and community focus groups
- Promote diversity and inclusion in support of social and community needs
- Assist residents in building support networks
- Manage check-in and volunteers to ensure compliance with Wesley Housing policy
- Evaluate participation, level of interest, and satisfaction with programs; revise programs as indicated through feedback received during evaluations
- Coordinate, manage, and assess the delivery of programs/services from partner organizations
- Manage and direct activities of program volunteers, including interns
- Ensure program operations comply with applicable standards and requirements

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- Maintain a clean, organized workspace (clean tables, put away materials, etc.)
- Monitor expenditures to ensure they fall within budgeted guidelines
- Maintain administrative support including accurate and up to date records, documentation, databases, and spreadsheets (e.g., enrollment records, progress notes)
- Maintain confidential communication and records management
- Create newsletters, calendars for residents and flyers/materials informing residents of services and community issues
- Travel to sites throughout assigned regions to provide housing advocacy and assist in eviction prevention
- Provide follow-up on five-day pay or quit notices with linkage and referral services to residents at risk of eviction
- Conduct intake and assessment for goal setting, case plan development, progress monitoring, tenant advocacy, education, and referrals
- Demonstrate a strong commitment to Wesley Housing's mission and dedication to housing stability
- Work autonomously with limited supervision
- Facilitate discussions between residents and Community Management as needed
- Work in partnership with Community Management and Resident Services to create and operate affordable housing communities that help residents thrive; develop strategies for reducing barriers and facilitating housing stability
- Assist with evaluating effectiveness of referrals
- Build and maintain relationships with other community-based organizations and resources
- To assist with effective residential referrals to community resources, stay abreast of current processes and procedure for program applications (energy assistance, Medicare/Medicaid, SNAP, and Virginia Individual Development Accounts)
- Produce community resource documents to promote community access to needed resources
- In collaboration with the Regional Community Services Manager and community partners, coordinate seasonal campaigns, including Holiday Assistance and Back to School Drive
- Participate in training and staff meetings
- Perform other duties as assigned

Required Knowledge, Skills, Abilities

- Able to interact with sensitivity to the needs of a diverse, multicultural client population
- Excellent written and verbal skills
- Bilingual (Spanish, Amharic, Arabic, or another language prevalent in the community) preferred
- Working knowledge of supportive services and other resources in the CRC area
- Attention to detail
- Able to advocate, organize, problem-solve and produce results
- Proficient with Microsoft Office suite including Word, Excel, Publisher, Outlook, Teams, and PowerPoint
- Able to comfortably navigate Family Metrics and other social services databases
- Able to troubleshoot minor technical problems related to computer equipment and peripherals

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- Excellent relationship building, networking, and interpersonal skills
- Excellent time management and organizational skills
- Effective problem-solving abilities
- Proactive and able to work autonomously
- Able to plan events, organize communities, and facilitate groups
- Demonstrated flexibility; able to pivot and display flexibility in response to changing circumstances or resident needs

Required/Preferred Education, Certifications, Licenses, Related Experience

- Bachelor's Degree in Social Work, Psychology, Human Development, or related degree required
- MSW preferred
- Minimum two years of experience in social service delivery with low and moderate-income individuals and families

Physical Job Requirements

- Able to remain stationary (standing/seated) in front of computer monitor more than half the time
- Able to operate a motor vehicle and travel between different Wesley Housing properties throughout the week
- Able to regularly maneuver (lift, move, carry, slide, etc.) 15 – 40 lbs
- Able to operate machinery and/or equipment that requires the constant use of hands/fingers/wrists (ex.'s: typing, filing, etc.) more than half the time

Wesley Housing has a mandatory COVID-19 vaccination policy.

All employees are required to be vaccinated against COVID-19 unless they have been approved for a medical or religious exemption.