

Position Description

Position Title:	Resident Services Coordinator	Department:	Innovation and Impact
Reports to:	Resident Services Manager	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	October 11, 2024
Representation Status:	Unrepresented	Date Revised:	

Summary

The primary purpose of this position is to coordinate, monitor and participate in resident services programs within the Innovation and Impact Department of the Santa Clara County Housing Authority. The incumbent is responsible for supporting and conducting outreach activities to promote program participation and trainings to develop and maintain productive community relations.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Develops approaches, plans, and carries out client and community outreach activities to promote participation in Agency resident programs and services; researches data and selects geographical areas and client groups to target for promotional purposes; identifies community organizations with whom to partner; designs and conducts briefings and orientation sessions for potential program participants.
- Plans, coordinates, and implements program supportive services as required; plans and coordinates implementation of services and activities with contractors and involved community and social service agencies, which may require evening or weekend hours; conducts outreach and promotes participation of groups and individuals in activities.
- Directs and coordinates the activities of contractors; participates in developing and coordinates the implementation of volunteer/mentorship relationships with clients.
- Coordinates the self-sufficiency programs by training other employees and contractors to conduct orientations, workshops, and presentations; prepares program schedules and advertises upcoming programs to participants; may require evening or weekend hours for client and community outreach.
- Identifies information and referral resources and builds mutually-beneficial relationships with community service providers; shares resource information with contractors for dissemination to program participants; coordinates the delivery of supportive services to clients through community resources; schedules and arranges special programs and activities around topics of clients' interests.
- Maintains statistical and informational records and files; prepares regular and periodic activity, work status, statistical and productivity reports to inform program design, outcome evaluation, quality assurance, and outreach.
- Determines participants' eligibility for escrow credit; maintains escrow account balances; conducts quality assurance file reviews and accounts to determine eligibility for interim and final withdrawals.
- Participates in the writing and editing of client/program newsletters, monthly calendars, marketing flyers, presentations, program forms and letters.

Position Description

- Assists in the preparation of grant applications for programs and services; designs and maintains statistical and informational files for grant and productivity reports.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

An associate degree in sociology, social work, business administration, public administration, career planning or related field and three (3) years of increasingly responsible experience administering or supporting the administration of resident services and/or community outreach programs in a government or non-profit agency.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Position Description

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

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.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including demographics and social service, educational, and other supportive needs of populations served by self-sufficiency services programs, theory, principles and practices for the design, implementation and evaluation of adult education programs, practices and techniques in building community collaboratives, basic dispute resolution and mediation methods and techniques, and policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work

