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| **JOB TITL**E | Resident Services Coordinator | **JOB LEVEL:** |  |

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| **PURPOSE / MISSION (Job Summary)** |
| Under direction of the Resident Services Manager, The Resident Services Coordinator is responsible for supporting the Resident Service Program in planning and facilitating onsite programs, workshops and activities that support residents to live independently, overcome challenges and meet individual and family goals. This position is responsible for providing resources that enhance quality of life for residents and improve the viability of our properties. |

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| DIMENSIONS | |
| **Reports to:** | Resident Services Manager |
| **Division/Department:** | Resident Services |
| **Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):** | N/A |
| **Level:** | Click or tap here to enter text. |

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| ESSENTIAL FUNCTIONS(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.) | | |
| Importance | Major Action and Support Actions | **% of Time**  **(must equal 100%)** |
| **1.** | Manage, coordinate and maintain regular contact with residents (at each designated development) primarily through face-to-face meetings, and /or phone contact specific to each individual/family needs. | 10% |
| **2.** | Establish partnerships and relationships with service providers and community resource agencies. | 10% |
| **3.** | Conduct program outreach and assist supervisor with new strategies for resident retention and engagement. | 8% |
| **4.** | Create monthly/quarterly calendar of events as well as produce outreach flyers and newsletters. | 8% |
| **5.** | Coordinate and/or facilitate workshops. | 8% |
| **6.** | Provide information to residents regarding community resources. | 8% |
| **7.** | Conduct mediation/conflict resolutions, as needed, with residents and management. | 8% |
| **8.** | Maintain and update service reports, containing resident and family survey information | 8% |
| **9.** | Assist residents with lease compliance issues (e.g., housekeeping and late rental payments). This includes locating, coordinating, and monitoring necessary and appropriate services for residents with these service needs. | 8% |
| **10.** | Understand, promote, and project the corporate mission while performing the above-mentioned tasks and responsibilities. | 8% |
| **11.** | Participate in additional and/or special projects as required from time to time by management. | 8% |
| **12.** | Other duties as assigned. | 8% |



**DECISION-MAKING:** What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

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| Strategic | Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions. |
| Tactical | Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue. |
| Operational | Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations. |
| Standard | These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process. |

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| **QUALIFICATIONS (including competencies, skills, knowledge, certifications)**  (List the MINIMUM qualifications required to perform the essential functions of the position.) | | | |
| **Criteria** | | **Aspect** | **Description** |
| **Profile / Qualifications** | Minimum education | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree. |
| Discipline/Major | | Social Work/Human Services |
| Additional/Preferred education and Certifications | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Click or tap here to enter text. |
| Years and Area of Professional experience (required) | | 3-5 years’ equivalent work experience providing services in a private or non-profit social service organization. |
| Additional experience  (optional) | | Click or tap here to enter text. |
| Critical Professional related Technical Skills; Computer Skills | | Computer literate (Microsoft Word, Excel, Outlook, etc.). |
| Other requirements | | Excellent written and verbal communication skills; excellent interpersonal skills; strong organizational, analytical, and problem resolution skills; ability to work independently and as a team; ability to be flexible and adapt to changing priorities; ability to multi-task; talent for working with people of all ages; friendly and approachable demeanour. |

**Working Conditions**

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| Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery) | Licensed to drive a motor vehicle and has a clean driving record; access to an insured motor vehicle in good working condition that will be driven daily for the job. Available to work evenings and weekends as needed. |
| Physical (e.g., lifting-physical strain) | Ability to sit and to stand for a minimum of two (2) hours; ability to climb stairs. Ability to lift up to 25 pounds. |

**To Be Completed by Human Resources**

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| **APPROVAL DATE** | Click or tap here to enter text. |
| **APPROVED/CONTROLLED BY** | Click or tap here to enter text. |
| **FLSA STATUS** | Choose an item. |
| **PAY LEVEL** | Click or tap here to enter text. |
| **EEO CODE** | Click or tap here to enter text. |