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EMPLOYMENT OPPORTUNITY

Resident and Community Services Coordinator – Bilingual Spanish (Limited Term) Real Estate Operations - One Full-time Position

External Recruitment

Salary: \$16.90 to \$23.79 an hour
Range \$35152.00 to \$49483.20 per yr
Closing Date: Open Until Filled

This position is represented by AFSCME Local 3135.

Position Summary:

The Housing Authority of Portland (HAP) is accepting applications for one full-time Bilingual (Spanish) Resident and Community Services Coordinator (RCSC) (Limited Term), where the focus will be on working with the families and children. Applicants must be bilingual in Spanish.

The Resident and Community Services Coordinator is responsible for building and maintaining resident relations and partnerships with community resources. Key functions of the position are to coordinate and provide an array of social and educational services for residents to improve the stability, quality of community life, and wellness of individuals and families in low-income housing; to provide appropriate referrals to community service providers and partners; to provide ongoing case management to a targeted caseload of residents; to create and implement resident initiatives designed to build leadership and promote inclusion in the development of their community.

The ideal candidate must be fluent in Spanish language, have three years of increasingly responsible experience in social work or social services, a Bachelor's degree in social work, child development or related field, and knowledge of the needs of low-income families with children.

How to Apply:

To apply, submit your cover letter expressing your interest in the position and a resume by email to (daley@hapdx.org) to:

Dale Yee, Human Resources Specialist
HAP Human Resources Department
135 SW Ash St., Portland, OR 97204

The Housing Authority of Portland values diversity in its work force and is committed to equal employment opportunity and affirmative action.

RESIDENT AND COMMUNITY SERVICES COORDINATOR, BILINGUAL

JOB OBJECTIVES

To plan, coordinate and provide an array of social and educational services for residents to improve the stability, quality of community life, and wellness of individuals and families in low-income housing; to assess the needs of individuals and families in order to provide referrals to community service providers and partners; to provide ongoing case management to a targeted caseload of residents (as needed); to collaborate with site management staff, landlords and other key housing staff to ensure all services are coordinated effectively and consistently; to respond to and intervene in resident problems and crises and to create and implement resident initiatives designed to build leadership and promote inclusion in the development of communities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Resident Services Program Manager.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

Resident Related Functions:

1. Plan, coordinate and provide an array of social and educational services for residents to improve the stability, quality of community life, and wellness of individuals and families in low-income housing; to oversee and implement the activities of community and/or client-based Housing Authority programs.
2. Complete comprehensive assessments of residents which evaluate health, psychological and social needs and link with service providers for further assessment and long term service delivery.
3. Provide referrals to area service providers and partners, with an emphasis on optimal use of community resources and resident independence in identifying and building support networks beyond HAP staff. When needed, serve as liaison between residents and area service providers/partners to monitor appropriateness of service delivery.
4. Provide ongoing case management, when needed, to a targeted caseload of HAP residents to improve their housing stability, health and safety and progress towards self-sufficiency; determine additional needs or changes in service or care requirements; respond to questions and inquiries from residents and assist when crises occur.
5. Collaborate with site management staff, landlords and other key housing staff to ensure all services are coordinated effectively and consistently; respond to and intervene in resident problems and crises identified by housing staff and residents.
6. Establish and maintain linkages between residents, family members, housing staff, medical staff and service agencies to address presenting needs or issues.
7. Assist residents in building informal support networks with other residents, family, friends and the community.
8. Counsel clients, individually or in a classroom setting, on housing issues such as planning household budgets and landlord/tenant concerns.
9. Respond to and intervene in resident issues and crises using community support services and personal knowledge of resident needs to maintain housing, health and economic stability.
10. Support resident councils, activity committees and other resident driven activities.

11. Develop, plan, coordinate and lead orientation and informational sessions on designated Housing Authority programs; provide support, counseling and technical assistance to program participants.
12. Coordinate use of various facilities for training activities; contact and obtain speakers for workshops; coordinate provision of refreshments and transportation of materials and equipment.
13. Serve as an advocate for HAP residents requiring assistance in various areas; research resources for resident populations.
14. Maintain resident logs in designated databases; prepare reports to meet funding, grant and/or agency requirements concerning program effectiveness, as needed.
15. Attend and participate in professional group meetings; stay abreast of new trends in the field of Resident Services and social work.
16. Perform related duties and responsibilities, as assigned.

Community Focused Functions:

1. Build and maintain effective partnerships with appropriate local, State, community and faith-based organizations to maximize resident access to all available services.
2. Create and implement resident initiatives designed to promote and build leadership and inclusion in the development of the community.
3. Perform community outreach functions including conducting door to door surveys, and planning and implementing events designed to bring together residents, expand public awareness and encourage participation in the program.
4. Collaborate with community, business partners, colleges, and residents, to share resources including partnering on outreach events, solicitation of donations, and opportunities for the joint distribution of information.
5. Help to establish volunteer support programs with service organizations in the community and assist residents to build informal support networks with other residents, family and friends.

Organizational and Administrative Functions:

1. Monitor program performance; recommend and implement modifications to systems and procedures to improve program efficiency or performance.
2. Maintain resident logs in designated databases, confidential files and case notes; prepare weekly, monthly and quarterly reports to meet funding, grant and/or agency requirements.
3. Maintain records and develop reports concerning program effectiveness.
4. Attend and participate in professional group meetings; stay abreast of new trends in the field of social work.
5. Perform related duties and responsibilities as assigned.

QUALIFICATIONS

Knowledge of:

Housing issues and community resources and services for families, persons who are elderly, persons with disabilities, and/or the temporarily disabled;
Challenges and concerns of the physically, mentally, socially and economically disadvantaged;
Community organizing, outreach and empowerment strategies and resident driven initiatives;
Human behavior, the aging process and family dynamics;
Mental health, drug and alcohol, child development, and self-sufficiency principles;
Principles and practices of program development and implementation;
Small group communication, facilitation and mediation skills;

Basic record management, storage/retrieval, systems, data collection and word processing.

Ability to:

Communicate clearly and concisely in English and Spanish or English and an East African language, both orally and in writing;
Coordinate and direct the activities of assigned program(s);
Complete assessment and evaluate needs and strengths of referred residents, and provide appropriate information and referral services and follow-up;
Establish and maintain effective working relationships with those contacted in the course of work including social workers, property managers, Housing Authority staff, the public and residents;
Work effectively with people from diverse social, economic and racial backgrounds and age groups;
Direct program participants and residents according to program guidelines;
Resolve conflicts using effective conflict resolution techniques;
Work in a team environment that encourages individual initiative;
Understand, interpret and explain pertinent Housing Authority policies and procedures and pertinent Federal, State and local laws, codes and regulations;
Develop, oversee, coordinate and monitor program training components based upon adult and youth learning needs and styles;
Prepare marketing materials and conduct continuous recruiting for program participants;
Conduct home visits to accommodate various limitations of clients;
Allocate limited resources in a cost effective manner;
Analyze, interpret and collect, a variety of information, and to determine appropriate and reasonable course of action;
Operate computer software including word processing, spreadsheet and data base applications;
Prepare clear and concise reports;
Work a flexible schedule that will include evenings and weekends.

Experience and Experience Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of a Bachelor's degree in social work, child development or related field.

Experience:

Three years of increasingly responsible experience in the social work or social services with an emphasis in direct client work with individuals and/or families.

License or Certificate:

Possession of, or ability to obtain, a valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 these essential job functions.

Environment: Normal office setting.

Physical: Incumbents require sufficient mobility to work in an office setting and operate office equipment; sit for extended periods of time; perform repetitive motion of hands and wrists.

Vision: Vision sufficient to read small print, computer screens and other printed documents