



Resident Services Coordinator **Position Announcement**

Division: Resident & Community Services
Supervisor: Director of Property Management & Resident Services
Status: Full-time; Non-exempt

ORGANIZATIONAL BACKGROUND

Cabrillo Economic Development Corporation (CEDC) is a community development corporation serving Ventura and Santa Barbara Counties. CEDC's core program areas are: development and construction of rental housing and for sale housing for very low and low income households; homeownership education and counseling; property management; and community building and neighborhood revitalization. The CEDC was founded in 1981.

CEDC Resident Services Philosophy

CEDC's philosophy is that residents, especially those with special needs or other mental health diagnoses, thrive in independent living situations when a comprehensive and coordinated service safety net exists. To remain true to its mission, CEDC is making an in-house social work professional part of the fabric that defines resident services and community engagement activities.

THE POSITION

The Resident Services Coordinator (RSC) position provides general information, referral, and linkages to community resources and coordinates educational workshops and community-building activities for residents of CEDC's portfolio properties. This position requires a motivated and resourceful individual who is sensitive to residents' needs and has experience working with diverse, very low-income populations, including veterans, older adults, formerly homeless adults and families.

CEDC seeks a hands-on professional to assume a full time Resident Services Coordinator (RSC) position in Ventura County. The RSC will provide support to a diverse group of residents, will work with other staff to assist with outreach and special events, and will lend technical expertise to Property Managers. The RSC will work closely with Property Management and other CEDC departments. The RSC will focus on assisting residents to be successful in CEDC housing and in improving their economic stability. The RSC will provide information and referrals focused on housing success, crisis intervention, employment, education, and health and safety. The RSC will follow-up on notices given to residents and work proactively to decrease the number of notices that result in evictions.

MAJOR DUTIES AND RESPONSIBILITIES

Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. Responsibilities and duties include, but are not limited to the following:

- Engaging in a community assessment process that identifies community assets and local community partners
- Developing ongoing cooperative network of government and social service agencies
- Contacting and provide referrals to outside agencies, as needed
- Provides direct services such as information, referrals, and linkages to community resources and government programs

- Plans and coordinates on-site educational activities that may include, but not be limited to, the following topics: lease and house rules; independent living; health and wellness; home safety; home maintenance; personal safety; disaster preparedness; greening; green living and neighborhood projects
- Facilitates support groups and resident leadership and empowerment activities, including the establishment of a Resident Council, if needed
- Providing residents with referrals for services such as crisis assistance, case management and translation assistance.
- Serving as an advocate and liaison for residents with service agencies
- Planning on-site activities
- Maintaining complete resident files on all work performed, including intakes, needs assessments, service plans, critical events, referrals and outcomes
- Organizing and facilitating resident meetings.
- Assists with conflict mediation and resolution amongst residents
- Providing professional communication and leadership in a variety of meeting and/or presentation settings
- Completing and maintaining service reports, grant reports, activities budgets, program files and all relevant paperwork
- Designing and providing programs that promote good health, positive social development and independent living
- Provides and/or coordinates translation and interpretation services
- Performs health and wellness checks as needed
- Works with Property Management to promote housing stability
- Assist in the creation and implementation of a resident leadership program
- Facilitates training for residents in housing advocacy, public speaking, and story-telling.
- Document resident success stories
- Other responsibilities required by the Director of PM and Resident Services.

REQUIRED WORK EXPERIENCE:

- Experience working with low-income families, seniors, and special needs within the Housing environment
- Familiarity with the resources available in the neighborhood and surrounding neighborhood of the work site
- Prior experience measuring program impact and outcomes.
- Experience in fund raising

EDUCATION

- Minimum of two years' experience or a Bachelor's degree in social work, sociology, or a related field

KNOWLEDGE, SKILLS & ABILITIES:

- Bilingual and biliterate (English/Spanish)
- Strong background in working with low-income families, seniors, and individuals with special needs.
- Knowledge of community resources, services and public benefits
- Group facilitation, conflict resolution and mediation skills preferred
- Ability to work in collaborative and productive partnerships with staff, property managers and residents to implement assistance and programs at the properties
- Computer skills, including MS Word, Excel, PowerPoint, Outlook, Internet

- Ability to work independently
- Ability to take initiative in problem solving and possess analytical skills
- Ability to communicate clearly and effectively, both orally and in writing
- Ability to create opportunities for networking with other service providers
- Ability to develop and maintain a resource database
- Ability to recruit and manage community volunteers
- Ability to develop and support resident leadership and participation in programs and activities

SALARY & BENEFITS

Other benefits include paid time off, specific paid holidays and an opportunity for enrollment in a 403(b) retirement plan.

All qualified persons are encouraged to EMAIL or FAX their Résumé to:

Human Resources
Resumes@cabrilloedc.org
Fax: (805)620-9294
Phone: (805) 672-2561

CEDC IS AN EQUAL OPPORTUNITY EMPLOYER.