

West Hollywood Community Housing Corporation

RESIDENT SERVICES COORDINATOR

Department: Function	Resident Services Department	Location:	WHCHC Main Office 7530 Santa Monica Blvd
Reports to:	Director of Resident Services	Compensation	\$46K + Benefits (Medical/dental/403B)
Exempt Non-Exempt	Exempt	Effective Date:	July, 2013

Position Summary

West Hollywood Community Housing Corporation is an award winning developer of affordable housing the City of West Hollywood and the greater Los Angeles area. As part of the Resident Services Department, the *Resident Services Coordinator (RSC)* position will provide a wide array of wrap around services and programs to low income residents at WHCHC's new Courtyard at La Brea project and to people with a history of homelessness or other "special needs" throughout the portfolio - which enable these residents the capacity for residential stability, greater self-determination and independent living. This position reports to the Director of Resident Services (DRS) and works closely with the property management (PM) functions of the Corporation providing the links between residents, programs, and services which support their ability to continue living self sufficiently in permanent housing.

Duties and Responsibilities

Core duties and responsibilities include the following. Other duties may be assigned.

Based at the 32-unit Courtyard at La Brea, the RSC works closely with the Property Management functions of the corporation to identify residents who need assistance; support resident retention; promotes educational and wellness activities for residents; fosters and builds community.

Provides outreach- prevention strategies and onsite programs to the resident community; works with the Resident Services department to develop the intervention strategies for "at risk" residents, those with chronic illness; mental illness; substance abuse issues; or any combination of issues.

Encourages residents' to develop self-advocacy and empowerment skills in meeting their social, psychological and physical needs by promoting self-sufficiency.

Expand and maintain a service provider referral network for all residents while focusing on residents with "special needs" at assigned buildings within the WHCHC portfolio – establish effective relationships with agencies that provide psychological counseling, in-home support, case management, healthcare assistance, and financial support.

Create and maintain a linkage for all Shelter + Care tenants within the WHCHC portfolio between WHCHC, the City of West Hollywood and the primary service providers for Shelter + Care and residents receiving other Section 8 "Special Programs" including V.A.S.H. (Veteran's Assistance) to ensure residential stability.

Monitor the health and mental health status of residents and refer to service providers when appropriate.

Assist new residents with move in/move out referrals to and from WHCHC buildings.

Provide new residents with "Welcome Packets".

Implement new methods of monitoring resident programs providing communication and verification for residents' use of services and the quality and effectiveness of services.

Act as liaison and advocate for residents with service providers and agencies.

Work with WHCHC property management staff to mitigate lease enforcement issues, “house rules” or conditions that could lead to evictions.

Advocates for residents and acts as a liaison between residents and management as well as in the community for those who need assistance.

Participate in Quarterly, monthly and weekly Resident Services/Property Manager meetings as well as any trainings mandated by the Director or Executive Director.

Create social and recreational programs for the buildings; assist in the development and implementation of “Green Resident Service Programs” and other programs as they are developed.

Organize and maintain resident files for all tenants; develop resident-status worksheets and maintain records on Domus database system for program compliance and reporting.

Participate and attend community meetings and trainings pertinent to program development in L.A. County and the City of West Hollywood specific to homeless persons and/or persons with disabilities.

Working with the Director of Resident Services, set program goals and targets, create strategies and timelines for achieving the targets and track progress towards achieving the outcomes. Regularly analyze progress and adjust program or goals as required.

Implement and assist in the periodic evaluation of WHCHC’s service coordination procedures and protocols

Research program-funding opportunities and assist in preparation of funding proposals.

Other duties as assigned.

Knowledge, abilities, and skills

Strong outreach skills and ease in communicating with diverse populations.

Strong interpersonal and verbal communications skills.

Experience with community social and health services systems particularly those systems that serve the City of West Hollywood and the City and County of Los Angeles.

Program assessment, planning and implementation of programs preferred.

Excellent writing skills.

Proficient skills and knowledge of databases (e.g. Domus System) for documentation and reporting.

Highly motivated and self-sufficient.

Ability to handle a wide array of resident issues and provides conflict resolutions.

Team player.

Patience and a sense of humor.

Creative ideas for program development.

Knowledge of working within the affordable housing world of supportive services.

Minimum Requirements

Bachelors Degree in Human Services or Social Work with 2 years experience in case manager or related field preferred; however, those with eminent experience providing direct services to low-income special needs populations including; homeless persons; persons with disabilities including mental illness, HIV/AIDS, and seniors will be considered.

Valid California Drivers License

Proficiency in Microsoft software programs (Word/Excel/Outlook)

Salary

\$46K + Benefits/403B/Accrued Time Off

Please submit Resume/cover to Danny Pepper, Director of Resident Services; danny@whchc.org or fax to 323-650-4745.

