



Connecting people to homes, hope and opportunity. Jennifer Westerman, CEO

POSITION TITLE:	Resident Services Coordinator
DEPARTMENT:	Asset Department
SUPERVISOR:	Regional Property Manager
POSITION SALARY RANGE:	Grade D, \$21.13 - \$25.23 /Hour
HOURS:	8:00 – 5:00 Monday-Friday, Flexible
LOCATION:	USDA properties - Woodland, Kalama, Castle Rock

POSITION OVERVIEW:

Coordinate and/or provide support and services to low-income families and individuals residing in low-income USDA Rural Development properties. The coordinator's primary responsibility is to support clients by providing encouragement and technical assistance in identifying and participating in programs that further self-sufficiency, improve their wellness, and reaching greater self-determination.

JOB DUTY OUTLINE:

1. Conduct assessments and interviews with clients to determine eligibility for a variety of programs in the community.
2. Engage residents to collaboratively develop goals to support their housing stability, mental health, health, education, income, employment, and other priority areas.
3. Support residents by facilitating effective connections to community services and resources.
4. Establish relationships within the community with the goal of attracting as many services as possible to assist family, elderly and disabled residents.
5. Network effectively with supportive agencies that provide programs or services that further family and/or individual self-sufficiency.
6. Assist clients in gathering and completing paperwork for annual recertifications.
7. Connect clients to medical, mental health, and other supportive counseling services.
8. Establish a network of community services and conduct appropriate referrals to clients.
9. Guide clients through the process of application, qualification, re-determination for SSI, SSDI, Medicaid, Medicare, SNAP, and other services as needed.
10. Occasionally conduct visits to client's homes.
11. Track and report outcomes.
12. Provide data updates and reports as directed.
13. Provide support to participants in job search activities and techniques.
14. Maintain HOSWWA standards of client files and records.
15. Perform record keeping and program evaluation as required.
16. Attend and actively participate in scheduled internal and external meetings.
17. Represent HOSWWA at professional meetings, community events, and to members of the community.



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18. Perform other duties as assigned.

SKILLS AND ABILITIES

1. Ability to keep the clients best interest paramount in all areas of services.
2. Possess a working knowledge of community resources and clinical facilities.
3. Strong time management skills.
4. Must have the ability to advocate equitably for each client, facilitate interactions with other professionals and coordinate positive opportunities.
5. Possess a strong sense of confidence and be able to serve as a role model and leader.
6. Ability to maintain confidentiality of highly sensitive information and demonstrate professionalism, reliability, and responsibility.
7. Must adhere to professional boundaries and ethics.
8. Ability to educate effectively, assist to identify and break down barriers.
9. Critical thinking and problem solving.
10. Strong engagement strategies and demonstrated ability to build rapport and maintain trusting relationships.
11. Ability to use assigned technology as directed i.e. computer, cell phone, designated software.

QUALIFICATIONS (Education/Experience):

1. High School diploma required; Two or more years of related experience or work with low-income residents desired.
2. Knowledge of current community resources and commitment to stay current on all technical information available in the field.
3. Working knowledge of region's social service systems and ability to establish a working relationship with local service providers.
4. Must have current computer skills.
5. Must be eligible to work in the United States.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 40 hours per year.

Other benefits include an Employee Assistance Program (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

WORKING ENVIRONMENT:

Periodic unsanitary conditions and stressful situations in occupied and unoccupied apartments.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.