

**Beacon Communities Resident Services Coordinator  
Elderly/Disabled Site**

**Position Summary: Resident Services Coordinator (RSC)**

- **EDUCATOR** – The RSC informs residents about service availability, how to apply for services and benefits, consumer rights, and other relevant issues.
- **COMMUNITY BUILDER** – The RSC recognizes the impact of the social environment and the importance of a sense of community on individuals' health and well-being. The RSC helps build a sense of community among all residents living in the community.
- **LIAISON** – the RSC may act as liaisons with management or community agencies Resident Services Coordinators work with the social services director, manager and director to resolve issues together while keeping information confidential.
- **SERVICE FACILITATOR** – The RSC establishes links to community agencies and service providers, provides basic case management and referral services and monitors the ongoing provision of services from outside agencies.

**General Statement of duties:**

1. **Program Development/Coordination**
2. **Resident Compliance Issues**
3. **Resident Referrals and Direct Assistance**

The RSC provides referral and informational services and programs to residents to enhance the quality of life and to meet individual resident needs. Duties include resolving individual and family issues and addressing crisis situations in a timely manner. The RSC also assists residents to remain lease compliant and provides educational/resource-based programs. The RSC addresses business critical functions impacting property's net operating income (NOI), eviction prevention and decreasing vacancy rates.

**Supervision Received:** Directly reports to the Property Manager and also is supervised by the regional Senior RSC and the AVP and VP of Resident Services.

**Supervision Exercised:** Supervises Assistant Resident Services/Community Programming Coordinators at assigned communities if applicable.

**Essential Functions of the Position:** (Any one position may not include all of the duties listed. Additional duties may be required specific to the site.)

The RSC...

- Assists in developing the Beacon Wellness Program at the property. Coordinates Wellness Program components, including but not limited to: Fitness, Nutrition, Mental Health support, Meals Program, Home Healthcare, Cultural Arts programming, computer learning, socialization and other programming specific to the residential community. Reports on programming.
- Assesses, counsels, recommends and/or resolves resident issues impacting resident's personal life, health and well-being, and refers residents to suitable community services, resources and Entitlement Programs as appropriate.
- Acts as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
- Works cooperatively with residents and their families when planning for relocation to a nursing home or other long term care facility if required.
- Provides crisis intervention to residents and responds to security incident reports.
- Works directly with Property Manager to address and resolve lease compliance issues with residents such as late rent, housekeeping, security, illegal activity, and unauthorized occupants. Resolves conflict and complex issues among residents, family members and neighbors.

- Participates in joint unit inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections such as housekeeping issues, unauthorized occupants, and residents with zero-income.
- Builds a sense of community through programs provided to residents by RSC and/or partner agencies.
- Fosters a positive, active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, residents, communities and outreach contacts.
- Enforces and adheres to company policies, rules and regulations.
- Prepares Resident Services Monthly Report and maintains documentation on services provided to residents. RSC may also assist Property Manager with preparation of Quality Assurance (QA) Review as required.
- Meets with the Resident Block/Building Captains/Neighborhood Watch representatives on a monthly basis to review site issues and review any reports.
- Collaborates with Resident /Tenant Council organizations to increase community participation, welcoming new residents to the property.
- Preserves and respects resident and applicant confidentiality.

#### **Community Programming Responsibilities:**

- Provides detailed documentation of all issues and activities in require formats and timeframes
- Develops and coordinates monthly resident programs.
- Updates monthly calendar and property newsletter.
- Provides documentation that demonstrates participation levels in all program and activities
- Maintains HUD requirements.

#### **Education, Training and Experience:**

Bachelors Degree in Social Work/Human Services, Psychology, Gerontology, Developmental Disabilities or related field and/or 3-5 years' equivalent work experience with mental health and the visually impaired in a Housing/Multi-Family housing environment, or a private, non-profit social service organization. Experience working with the elderly and/or disabled service delivery system. Incumbent should have experience developing and implementing client or resident programs having a proven track record networking and building partnerships.

Prefer Master's Degree in Social Work/Human Services, Psychology, Gerontology, Developmental Disabilities or related field. Documentation and report writing experience.

#### **Qualifications and Skills:**

- Superior interpersonal skills
- Effective written and verbal communication skills
- Superior organizational ability
- Ability to work independently
- Crisis intervention skills
- Mediation/Conflict resolution skills

#### **Knowledge and Abilities:**

Incumbent should have related human or social services experience possessing knowledge of the aging network, aging processes, and intervention techniques. Adequate knowledge of mental health issues, developmental disabilities, addictions, family issues, multicultural issues. Incumbent should be a self-starter with ability to work independently as well as with teams and resident committees. Able and willing to network and work cooperatively with community agencies. The ability to work patiently in an environment which can be challenging is crucial. The ability to handle emergency/crisis situations and work well under pressure with regards to complex and time sensitive issues is also necessary. Bilingual in

English and dominant language of minority population in community i.e. Spanish, Cape Verdean, Haitian Creole, Mandarin Chinese, Russian, etc. is a plus.

**Physical Capabilities:** Ability to walk a ¼ mile without resting and ability to climb stairs. **Transportation:** Must have a valid driver's license and reliable vehicle to attend conferences, trainings and meetings at other properties as required. **Work Schedule:** Monday-Friday office hours. Evening and weekend hours may be required.

**Beacon required core competencies:**

**TEAMWORK:**

Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader with goals, welcomes newcomers and promotes a team atmosphere.

**INTEGRITY / ETHICS:**

Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, and conveys good news and bad.

**DEPENDABILITY:**

Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance / punctuality requirements.

**CUSTOMER FOCUS:**

Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

**ADAPTABILITY / FLEXIBILITY:**

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts to meet changing needs.

**JOB KNOWLEDGE:**

Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands Company mission / values, keeps job knowledge current, is in command of critical issues.

**PROBLEM SOLVING/ANALYSIS:**

Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, and understands the difference between critical details and unimportant facts.

**SELF DEVELOPMENT:**

Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up-to-date, turns mistakes into learning opportunities.

**ORGANIZATIONAL SAVVY:**

Operates within the organization's formal and informal structures, builds allies and relationships across departments, uses allies to build consensus and create results, is appropriately diplomatic, understands others' roles and perspectives, can sell projects and ideas across the organization.

**INTERPERSONAL SKILLS:**

Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism.

Please email or send resume with cover letter to: [Careers@BeaconCommunitiesLLC.com](mailto:Careers@BeaconCommunitiesLLC.com)