



Resources for Community Development Job Announcement Resident Services Coordinator

Founded in 1984, Resources for Community Development (RCD) is a regional nonprofit housing developer working throughout Alameda, Contra Costa and Solano Counties. It is our mission to create and preserve affordable housing for people with the fewest options to build communities and enrich lives.

RCD's portfolio consists of over 1700 affordable housing units in 12 cities and 3 counties throughout the East Bay Area. RCD is currently involved in a diverse range of projects that include several hundred units in predevelopment. RCD builds new and acquires and rehabilitates housing for low-income families, seniors, and households with special needs. The corporation is governed by a Board of Directors and is funded primarily through developer fees, foundation grants and government contracts.

Major Job Responsibilities and Duties

The Resident Services Coordinator (RSC) (a non-exempt position), under the supervision of the Director of Resident Services (DRS), implements supportive services programs at RCD's affordable housing developments.

1. Onsite Community Building/Organizing responsibilities and one-on-one housing retention strategies:

- Provide service coordination to individuals and families. Provide information and referrals to assist them in securing entitlement benefits, income support, education and job training, homeownership opportunities, and more.
- Facilitate resident meetings, recreational events, and social and educational programs
- Provide short-term crisis counseling as needed and act as a referral agent for additional services (longer-term counseling would be handled by a qualified, outside agency).
- Work with property management to prevent eviction of residents through early intervention and mediation. Assist residents with seeking out community resources when needed to retain housing, and promote community safety through neighborhood watch and disaster planning.

2. Program Implementation and Development

- Work collaboratively and assist in managing relationships with outside services providers.
- Implement educational programs such as money management, home management skills, leadership, etc. directly and with service contractors at RCD sites. Manage computer labs at applicable sites.

- Assess client satisfaction by administering resident surveys after programs or workshops and by interfacing directly with residents.

3. Other Duties

- Represent RCD at meetings with public agencies, community groups, and resident community meetings.
- Report suspected abuse situations to the appropriate agency
- Capture resident services activities in the RCD web-based Family Metrics data base.
- Assist in the training and supervision of volunteers and interns.
- Perform other related duties as required.

Qualifications

Applicants should have two or more years experience in at least one of the following areas:

- Community or neighborhood organizing and community building with residents
- Providing direct service and/or case management to clients
- Providing training in areas such as job development, money management, computer instruction.

Applicants should demonstrate the following skills:

- Strong organizational skills: ability to handle multiple projects and deadlines at once.
- Strong administrative skills, including record keeping for social service provision (case notes, releases of information and confidentiality, and others).
- Working knowledge of confidentiality and ethics, crisis intervention strategies.
- Strong negotiation skills for working with property management and service providers.
- Clear verbal and written communications
- Bilingual - Spanish or Chinese preferred
- Experience with MS Office Suite (Word, Excel and Outlook) and the internet.
- Bachelor's degree in related field required; may substitute five years' experience in related field with High school/GED.

Also required for hire:

- Current TB Test (RCD will provide at start date).
- Must have a car and valid driver's license, registration and insurance.
- Must pass criminal background check.

Compensation will be commensurate with experience. RCD offers competitive benefits including paid vacation and sick leave; health, dental, vision, life and long-term disability insurance; chiropractic/acupuncture coverage; and employer contributions to a retirement savings plan.

Applicants should e-mail cover letter and resume with salary requirements by February 3, 2012 to: jobs@rcdev.org. Please include "Resident Services Coordinator" in the subject line of the email. Applicants with suitable experience and/or skills will be contacted for interviews. No calls please.

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