



POSITION DESCRIPTION

Job Title: Resident Services Coordinator

Reports to: Resident Services Manager

Department: Resident Services

Classification: Regular Full-time

FLSA: Non-exempt

Date: May 2023

ORGANIZATION SUMMARY

Claretian Associates (CA) builds community within the culturally diverse neighborhood of South Chicago by working with community leaders, residents, and organizations to provide affordable housing and related services for low-and-moderate income people, builds resident-based leadership, and serves as a catalyst in creating innovative solutions to improve the quality of life. Since 1991, Claretian Associates have built a network of relationships and activities that have affirmed our faith in the future of South Chicago. Continuing our housing programs and wrap-around services in a targeted 12-block area, we have created a total of 137 affordable homes and apartments, and we work with other neighborhood stakeholders to undertake community development projects and services that continue to enrich the lives of the Southeast Chicago area.

POSITION SUMMARY

Under the supervision of Resident Services Manager, the Resident Services Coordinator (RSC) is responsible for fostering healthy communities and promoting self-sufficiency by improving community relations, facilitating access to resources, and providing opportunities for personal goal achievement for residents of Claretian Associates Housing. The Resident Services Coordinator will work closely with CA leadership team and property management company to help residents maintain housing stability. RSC will work with residents and the community by providing referrals, assist residents in accessing community resources, and empower residents by locating and/or initiating enrichment services on and off-site. This position is responsible for working with both seniors and multifamily residents.

MAJOR RESPONSIBILITIES

- Develop and implement supportive service programming in collaboration with residents, management, and local community service providers.
- Provide ongoing outreach services to identify individuals who would benefit from services, recruit volunteers, and identify program and service gaps.
- Conduct comprehensive, non-clinical assessments of residents for wellness and social needs.
- Help residents to identify, access, and coordinate services (such as personal care services).
- Monitor services provided and follow-up communication with service providers.
- Encourage and motivate residents to engage with providers and participate in their own care/services management.

- Proactively develop and arrange educational/preventative health programs and services for residents.
- Develop and sustain partnerships with the Area Agency on Aging, the Aging and Disability Resource Center, community-based supportive service providers and other community stakeholders.
- Maintain up-to-date resource directory with all local service providers and make available for resident use.
- Represent Claretian Associates on various task forces and community groups.
- Coordinate the delivery of services with local human service providers.
- Maintain all necessary information regarding services to residents.
- Oversee and/or provide crisis intervention, case management, and follow-up services to referrals from management, residents, or other agencies.
- Support resident efforts in community building initiatives.
- Assist other department staff in understanding and participating in the goals and programs initiated by resident services.
- Review and submit all billing and program reports required by funding sources, monitoring entities, and Claretian Associates.
- Attend all required meetings and prepare and participate in additional and/or special projects as required from time to time by CA.

PERFORMANCE MEASURES

- Attention to detail and accuracy when performing tasks; clear and prompt communication.
- Ability to connect residents with needed resources.
- Address and resolve resident concerns and issues.
- Maintain positive work relationships and high-level of customer service.

QUALIFICATIONS

- Associate degree in related field plus three to five years of experience in community services or a combination of education and experience in lieu of degree.
- Excellent interpersonal skills, ability to work effectively with people of diverse backgrounds.
- Experience working with diverse populations, low to moderate income families, people with mental health issues, substance abuse, disabilities, legal issues and older adults.
- Team player, enthusiastic, flexible, patient, problem solver, strong initiative, positive spirited and a desire to make a difference in the lives of residents.
- Professional commitment to the mission of Claretian Associates.
- Possess a strong sense of compassion and patience for serving an underserved population.

COMPENSATION

- Annual salary \$40,000 – 45,000
- Includes medical, dental, vision and other benefits

TO APPLY:

Submit cover letter and resume to: careers@claretianassociates.org