

NEEDHAM HOUSING AUTHORITY POSITION DESCRIPTION

POSITION: RESIDENT SERVICES COORDINATOR
REPORTS TO: EXECUTIVE DIRECTOR
SUPERVISES: VOLUNTEER/CONTRACTED SERVICE PROVIDERS

RESPONSIBILITIES:

The incumbent shall:

- Research and identify social service needs of Authority residents and facilitate the development of strategies to address same;
- Provide information to residents concerning available community services of which they may take advantage;
- Monitor for quality and efficiency any services provided to residents by organizations and agencies with the prior sanction of the Authority;
- Create new programs to meet the needs of the residents
- Provide leadership for programs to ensure the proper administration of them
- Research, prepare and submit grant applications for funding to provide services to residents;
- Recruit, train, and provide work direction to volunteer service providers;
- Assist individual residents and families in resolving personal problems including the securing of assistance from service providers;
- Intercede in situations involving interpersonal problems among individuals that are adversely affecting the well-being of Authority residents;
- Intercede on behalf of the Authority when a resident exhibits disruptive behavior;
- Provide follow-up toward the solution of ongoing behavioral and interpersonal problems;
- Assist in the planning and coordination of special events and programs within the Authority;

- Provide assistance to resident organizations as requested by them including help with the planning and execution of group activities;
- Accomplish such other related duties as may be assigned.

QUALIFICATIONS:

The incumbent shall have college level training in relevant areas such as psychology, counseling, sociology, human relations, social work or community organization; should have prior experience in the social service field; should have a general knowledge of economic, social and health problems of public housing residents; should be able to develop effective relationships with persons of varied backgrounds; should be able to communicate orally and in writing in a manner easily understood by others; should have the ability to assemble, develop, analyze and evaluate data; should be able to demonstrate initiative and to work with a minimum of supervision; should have the ability to establish and maintain effective relationships with residents, co-workers and service providers; must be able to meet with residents in their individual dwelling units; should exhibit a willingness to work abnormal hours if necessary; should have data processing experience including word processing; must have a valid Massachusetts driver's license.