EAST LA COMMUNITY CORPORATION

Job Description

Job Title: Resident Services Coordinator
Department: Community Wealth & Services
Reports To: Resident Services Program Supervisor
FLSA Status: Non-Exempt

Organizational Background: Four passionate Eastside activists who came together formed East LA Community Corporation (ELACC) in 1995. ELACC's mission is to advocate for economic and social justice in Boyle Heights and Unincorporated East Los Angeles by building affordable housing, grassroots leadership, and access to economic development opportunities for low and moderate-income families. Over our 28-year history, we have leveraged millions in investments through community-driven real estate development, mobilized thousands of residents to change policies, served thousands of low-income residents with community wealth services, and we provide quality affordable homes for over 3,000 people.

Summary: ELACC seeks an individual who thrives in adding value to the lives of others, has strong communication skills and excellent customer service skills. This position will serve as the liaison between local services providers and residents of ELACC's affordable housing communities. They will ensure ELACC's residents have access to services that will support their ability to remain stability housed and supporting members of their community. They should have experience coordinating events, developing program calendars, providing customer service, building relationships with partners, and working with diverse communities. The Resident Services Coordinator is responsible for maintaining strong relationships with residents and being a familiar member of the community while collaborating with property managers, service providers, and other staff members. This position will design, market and implement resident services that meet the needs of the community. This position is also responsible for developing policies, protocol and best practices with members of the Collaborative groups. They should understand the experience of low-to-moderate income individuals and families. The resident service coordinator will build relationships with community partners by presenting ELACC's community wealth and services programs. They will report to the Resident Services Program supervisor.

The Resident Services Coordinator is an ELACC team member that leads their core project and fulfills their responsibilities to the entire team by actively fundraising, supporting organization wide projects, participating in all staff planning sessions, and being part of achieving the organizations mission, vision, and values by performing the following duties.

Duties and Responsibilities include the following. Other duties may be assigned.

- Manages the resident services programs within ELACC's affordable housing communities. *
- Acts as a liaison between residents and local services providers. *

- Establishes partnerships and builds relationships with local service providers in the community to benefit residents. *
- Ensures the services provided within our portfolio address the needs of our residents. *
- Address all resident needs including but not limited to providing community information, making appointments, and following up with tenants. *
- Ensures ELACC is in compliance with the services requirements as outlined in our partnership agreements.*
- Promote tenant health and wellness through coordination of services with local healthcare providers including, but not limited to, medical health, cognitive health, substance dependency, and trauma-services.
- Communicates and distributes resident service program material. *
- Complete progress notes on every face to face/ telephone contact with tenant or collateral contact within 48 hours. *
- Maintains files in compliance with HUD and other contractual requirements. *
- Facilitates workshops as needed. *
- Provides person centered services and assists all clients with a positive and professional demeanor in all interactions, under all circumstances. *
- Represents ELACC at work involved events and peer to peer networks by holding ELACC's mission, vision, and values. *
- Supports the community wealth & services department as directed by the VP Human Capital & COO. *
- Work proactively with property staff, families and community agencies to identify and address resident barriers before they reach crisis proportions.
- Be an active member of the site team, working collaboratively with the property manager and other site staff to meet property needs and resolve resident problems. Work with residents to resolve conflicts with neighbors.
- Attends all staff meetings, training sessions, and other appropriate meetings and conferences as required.
- Meet with tenants on a minimum of a weekly basis to provide strengths-based case management and service coordination services designed to assist tenants in obtaining and maintaining stable housing.
- Supports tenants in a more personalized problem-solving service through assessment, planning steps, and monitoring goals. Including playing a pivotal role in coordinating access to care, benefits, or available resources.
- Complete the necessary annual training as required by the Department of Social Services. If working with Youth will complete LiveScan and complete Mandated Reporter trainings.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:
An understanding of basic math. Ability to apply mathematical concepts such fractions, percentages, ratios and proportions to practical situations. Ability to collect data, establish facts, and draw valid conclusions.

Reasoning Ability:
Ability to apply practical judgement to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:
To perform this job successfully, an individual should have knowledge of word processing and spreadsheet software, as well as order processing and data management systems.

Education/Experience:
Bachelor's Degree in a related field OR comparable years of professional experience. One (1) year of experience in homeless services, case management, health services, mental health, substance use disorders, and/or permanent supportive housing.

Certificates and Licenses:
Valid drivers' license and car insurance

Knowledge, Skills, and Other Abilities:
- Knowledge in the following a plus: coaching, social work or psychology, community services
- Proven ability to enter data into client management systems
- Demonstrated ability working with diverse populations and understanding of intersection of racism and poverty
- Professional demeanor and networking skills
- Fully fluent in Spanish and English-speak, read, and written
- Excellent customer service, interpersonal, oral, and communication skills
- Must be organized and a problem solver
- Demonstrated ability to prioritize and meet communicated schedules and deadlines
- Use of a personal vehicle to travel between serviced properties and other locations required
- Must have and maintain a valid California Driver's License and insurance in good standing
- Genuine interest and passion for ELACC issues and priorities
- High level of motivation and self-starting nature with the ability to coordinate multiple projects/tasks simultaneously in a fast-paced environment.
- Motivate individuals to actively participate in services.
- Ability to effectively facilitate meetings and community gatherings.
- Demonstrated ability to establish trusting, confidential relationships
- Ability to work some evenings and weekends, as required.
- Maintain confidential information according to HIPAA Standards.

- Utilize evidence-based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices.
- A high level of tolerance and understanding for individuals who present for services with urgent multiple case management and health needs.
- Ability to work independently and within a team environment and exercise mature judgment.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance, and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, and distance vision.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

The noise level in the work environment is usually moderate.

Compensation: Pay range is between $22.00 to $28.00. This is a full-time bargaining member position with a benefits package that includes health, dental, retirement, life and disability insurance. ELACC is on a 9/8/80 Alternative Work Week Schedule.

ELACC is an Equal Opportunity Employer
Email cover letter and resume to:
Human Resources Manager
East LA Community Corporation
Email: jobopportunities@elacc.org
www.elacc.org