



Position Title: RESIDENT SERVICES COORDINATOR (Full Time Position)

Location of Job: HOWARD COUNTY, MD

GENERAL

The Resident Services Coordinator is responsible for developing and implementing supportive services that fulfill the Commission’s mission to help move participants toward economic self-sufficiency. This is a new position. The Coordinator will work closely with the Family Self Sufficiency Coordinator and property management teams.

The Resident Services Coordinator will be responsible for identifying and bringing together a variety of training and development programs and activities to support families living in affordable and mixed-finance communities. Employees in this classification perform professional level work. The duties listed below illustrate the various types of work performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

SUPERVISION EXERCISED: May exercise supervision of lower level staff.

ESSENTIAL JOB FUNCTIONS/DUTIES: Primary essential job functions are listed in “bold.” Secondary duties are not in “bold.”

- **Design, fund, and implement social and other supportive services that promote independent living and wellness of residents residing in Commission-owned properties as required.**
- **Collaborate and develop partnerships with federal, state and local officials, local family and senior service providers, and local business and nonprofits to assist**

with the identification of needs, the design of programs, and the provision of supportive services.

- **Attend meetings with government agencies, community organizations and residents to identify the unmet and forecasted needs of residents, seek alternative approaches, and identify funding for the sustained delivery of supportive services as required.**
- **Assure compliance with all pertinent rules, regulations, and policies pertaining to the administration of social and other services to Commission-owned properties as stipulated by the U.S. Department of Housing and Urban Development, state and local governments, and funding sources. Implement appropriate administrative policies and procedures to assure contract compliance, cost and quality controls, and schedule adherence.**
- **Manage the development and administration of client outreach, intake, needs assessment, service delivery, case management, and documentation of all Commission supportive service program.**
- **Create and oversee evaluation of the effectiveness of Commission supportive service programs. Report on evaluations as necessary.**
- **Develop, implement, and monitor policies and procedures to forecast the future self-sufficiency needs of residents.**
- **Assist residents in obtaining employment as required.**
- **Complete monthly reports of activities in a timely manner and consistently meet standards for excellent services.**
- **Function as a liaison between various entities and the target population.**

KNOWLEDGE/SKILLS/ABILITIES:

- Knowledge of current Howard County community-based programs that are allied to the needs of Commission residents.
- Knowledge of recruitment and assessment tactics for promoting program participation.
- Knowledge of program analysis and report preparation.
- Ability to coordinate and monitor multiple programs, simultaneously, through to completion.
- Ability to meet requirements, efficiently and in a timely manner; cope with pressure of deadlines, frequent interruptions, and multiple tasks; maintain effective partnerships.
- Ability to interpret and write necessary grant proposals to obtain program funding.
- Able to develop implement customized “action plans” for program participants.
- Ability to connect community needs with available resources.

- Ability and willingness to work unusual hours as needed.
- Excellent communication skills and teamwork.

MINIMUM REQUIREMENTS: Applicants must possess experience and education defined below which has equipped them with the knowledge, skills, and abilities to successfully perform the duties of the position.

Experience: Two (2) years previous experience and/or training that includes the social service field, and;

Education: Bachelor's degree from an accredited college or university with major course work in Social Work, Public Administration or closely related field; OR eight (8) years equivalent combination of education, training, and experience.

Motor Vehicle Operator Identification: Selectee must; (1) possess or have the ability to obtain a valid Maryland Driver's License, and maintain licensure for the duration of employment, (2) have a safe driving record.

Evaluation and Selection Factors: Applicants who meet the minimum requirements defined above will be further evaluated. Applicants who do not meet the minimum requirements defined above will not be considered for this position.

Salary and Supplemental Information: This is a non-exempt position with a salary that is negotiable and depending on experience.

Pre-Employment Background Check: Satisfactory results of the pre-employment background check is required.

Equal Opportunity Employment Policy: The Commission is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. The Commission will not discriminate and will not tolerate discrimination based on race, gender, sexual orientation, marital status, age, religion, color, creed, national origin, ancestry, genetic characteristics, veteran or military status, disability, domestic violence victim status, or any other factor prohibited by applicable state, federal, or local law.

HOW TO APPLY: All interested candidates must send a resume to careers@househoward.org.

Applications must be received by 5:00 p.m. on the March 31, 2021. **Applications become the property of the Commission and will not be copied or returned.** The closing date may be earlier than listed based on number of applications received.

Notice to Disabled Applicants: To request an accommodation contact Samit Paul at spaul@househoward.org.

