

Job Posting

SUDBURY HOUSING AUTHORITY

Resident Service Coordinator

The Sudbury Housing Authority (SHA) has an immediate opening for a part-time (18 hours/week) Resident Service Coordinator (RSC).

The SHA owns and manages 92 units of affordable housing: 64 units for the elderly or those with a disability; 28 single-family or duplex homes for families. The RSC will focus on key areas of service coordination and support for residents of SHA's state public housing program to provide for a range of needs or need categories. The RSC will report to the Executive Director and work in partnership with administrative staff to assist residents, both to improve quality of life and foster/maintain successful tenancies.

Detailed job description: <https://sudbury.ma.us/housingauthority/documents/>

Basic skills: Strong interpersonal/communication skills; computer proficiency (MS Office Suite); ability to prioritize tenant confidentiality and otherwise work with confidential information; ability to balance the circumstances of particular tenancies with the responsibilities of the housing authority; demonstrated ability to work with a small, but diverse population of families and individuals; willingness to develop additional skills and resources through participation in both mandatory and optional education/certification programs, conference attendance. MA Driver's License and some flexibility/willingness to work occasional evenings or weekends to accommodate residents' schedules or needs.

Education, experience: Educational training and professional work experience in social work, human services, psychology or counseling, or related experience such as human services outreach, community engagement; knowledge of local resource agencies and providers; familiarity with data analysis, statistics in small populations.

Value-added: Experience in the public sector; familiarity with state public housing regulations, but willing to train an otherwise qualified and invested candidate.

Salary: Based on experience. This is a three (3)-year grant-funded position, with the possibility of extension, budget allowing.

To apply: Please submit a resume and cover letter, preferably by email to director@sudburyha.org, or alternatively, by FAX to 978-443-5113 or regular post to 55 Hudson Road, Sudbury, MA 01776. Equal Opportunity Employer. Open until filled. No phone calls please.

Job Description

SUDBURY HOUSING AUTHORITY

Resident Service Coordinator

- Provide intervention and assessment services for individuals and family members, including adults and children
- Facilitate referrals and provide encouragement and ongoing support for such services as:
 - In-home assistance (e.g. personal care/ADL, mobility, housekeeping, meals)
 - Transportation
 - Social services
 - Healthcare (both physical and mental health needs)
 - Adult education
 - Employment counseling/placement
 - Financial literacy/money management
- Monitor services received by residents; evaluate outcomes
- Develop or bring on site programs to:
 - Enhance community involvement
 - Diminish social isolation
 - Encourage development of resident leaders
 - Promote healthy resident interactions/foster sense of community
- Sustain existing and identify/develop new resource/referral partnerships
 - Family members/collaterals of residents
 - Local, regional, and state partners
- Serve as a liaison between SHA staff and residents with at-risk tenancies to preserve tenancies
- Facilitate as necessary for short-term needs of tenants during capital improvement projects or emergency conditions, including assisting with relocation protocols
- Assist with the production and distribution of SHA newsletters and notifications of interest to SHA residents
- Represent SHA on the Mass NAHRO Supportive Services Subcommittee, others as assigned
- Assist Executive Director with data collection to monitor program success/outcomes
- Other duties as assigned

Minimum Requirements

- Knowledge of community resources and service networks
- Ability to develop community partnerships; work collaboratively with partners and SHA staff
- Experience working with a diverse population of individuals and families of low- and moderate-income, including matching needs to resources
- Experience with healthcare systems, mental health, varied ability/disability, hoarding, employment assistance, financial literacy, community building
- Experience in evaluating outcomes, including individual and program-wide data analysis
- Strong interpersonal/communication skills; ability to develop and maintain effective relationships with residents, colleagues, service providers
- Ability to maintain confidentiality
- Participate in both mandatory and optional training/educational opportunities, conferences
- Computer proficiency (MS Office Suite)
- Valid driver's license and reliable transportation
- Ability to pass a criminal background check
- Willingness to travel to SHA residences
- Willingness/availability to work occasional evenings or weekends to accommodate residents' schedules or needs