



HOUSING RESOURCES, INC.

Closing Date: May 14th, 2021

Job Title: Services Coordinator

Hourly Rate: \$16-\$19.00

Schedule

Monday-Thursday; 16 Hours per week with Friday and weekends as needed to meet resident needs.

Site: Maple Grove Apartments, Kalamazoo, MI (HRI serves as a contracted provider of services for this Full Circle Communities property.)

Description:

The Service Coordinator (SC) operates as a member of a mobile supportive services team that serves as a central point of contact between tenants, property management, ownership, partners and supportive services agencies providing direct supportive services on sites or referred off site.

PRINCIPAL ACCOUNTABILITIES:

1. Coordinate with the supportive services team internal and external to ensure appropriate channels of communication are maintained between the supportive services team, property management, and the property's owners, in accordance with the blended management approach.
2. Create opportunities for cross training with property management and service partners on a regular basis.
3. Work directly with the property manager, maintenance staff, and the resident's team of supportive service providers (if applicable) to identify a potential crisis in order to prevent or mitigate the crisis from impacting the resident's well-being or tenancy.
4. Maintain an active knowledge of all HRI programs, including eligibility requirements and services available including existing and emerging programs.
5. Develop and coordinate month services calendar for the community that align with residents needs.
6. Be an effective change agent and foster teamwork with a multi-disciplinary staff.
7. Maintain and oversee appropriate ServicePoint documentation and records, assist with data collection and program auditing as necessary for reporting and program development.

POSITION SPECIFICATIONS/SCOPE:

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

Bachelor's degree or equivalent experience required. Experience in human services and property management preferred.

Applicants who are resident of the community highly encouraged to apply

KNOWLEDGE, SKILLS AND ABILITIES:

- Demonstrated ability for independent problem solving.
- Knowledge of community resources.
- Strong organizational skills required.
- Basic computer skills are also required.
- Demonstrated management of customer satisfaction.
- Ability to coordinate the activities of others.
- Experience working independently and as a team member.
- Must communicate in large groups and with formal writing techniques.
- Demonstrated experience working with a diverse group of individuals.
- Must maintain confidentiality and possess a compassionate and professional manner.
- Professional work and punctuality habits are necessary to accomplish organizational goals.
- Maintain a valid driver's license with no more than 6 points against driving record and have own transportation.

To apply, please submit a cover letter and resume via email to jbeach@housingresourceisnc.org