

## **RESIDENT SERVICES COORDINATOR**

The Resident Services Coordinator is responsible for assisting LMHA residents through ongoing assessment of resident needs, linking residents to services to promote self-sufficiency and prevent eviction, as well as empowering residents by organizing, maintaining, and providing ongoing support for all resident organizations and initiatives.

Starting salary of \$41,787.20, excellent benefits including medical, dental, vision and life insurance; Retirement plan through OPERS and 457 compensation plans; 10 days of vacation that begins on your date of hire; 15 sick days, 15 paid holidays, 2 personal days and a self-care day.

Education/Experience: Minimum requirements include an associate degree (Bachelor's Degree preferred) in Social Work, Social and Human Services or related studies plus one (1) year of case management experience or equivalent combination of education and relevant experience. Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio driver's license within 14 days of employment.

Please download the application packet from the website. Completed packets can be emailed to [jobs@lmha.org](mailto:jobs@lmha.org), faxed to 440.288.7361 or mailed to: LMHA, Human Resources Department, 1600 Kansas Avenue, Lorain, OH 44052. Applications accepted until position is filled.

**EQUAL EMPLOYMENT OPPORTUNITY AUTHORITY**



## LORAIN METROPOLITAN HOUSING AUTHORITY

### RESIDENT SERVICES COORDINATOR

Reports to: Resident Services Supervisor  
Department: Resident Services  
Location: 1604 Kansas Avenue  
Status: Non - Exempt  
Salary Range: \$20.09 - \$30.18 per hour  
Pay Grade: 5  
Revision: July 2022

#### **General Statement**

Summary: Responsible for assisting LMHA residents on both a micro and macro level by ongoing assessment of resident needs, linking residents to services to promote self-sufficiency and prevent eviction, as well as empowering residents by organizing, maintaining, and providing ongoing support for all resident organizations and initiatives.

#### **Duties and Responsibilities**

##### **Primary Duties:**

Collaborates with Property Managers, Resident Services Supervisor and LMHA Executive Management to determine the greatest needs of residents. Develop, implement, and deliver optimal supportive services at LMHA properties.

Visits resident households to conduct intake processing, assess the needs of the household, explain supportive services available, develop case management plan, and refer residents to service providers.

Provides information and education to residents about available services, benefits, consumer rights, lease compliance, etc. using newsletters, flyers, group presentations, and one-on-one visits.

Forms and maintains collaborations with local, state, and federal agencies, non-profit entities/foundations, service providers and private organizations/companies to seek all available sources and ensure available services meet the needs of the residents, including job training, education, drug and alcohol counseling, mental health counseling, preventive health screening, budgeting, housekeeping, lease compliance, and other special needs.

Maintains a database of service agencies, businesses, educational institutions, financial institutions,

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foundations, and faith-based organizations for resident referrals and assist residents in fulfilling community service requirements.

Develops and implements a program to educate residents on the importance of timely and consistent payment to LMHA of rent and other charges; provides guidance to assist residents who are facing eviction due to nonpayment.

Develops and implements housekeeping program to educate residents on the importance of maintaining a clean home for the good health of their household and for compliance with the LMHA lease.

Serves as liaison between the client household and their Property Manager and/or service providers to establish a constructive relationship and advocate on behalf of the resident, particularly when assisting the client household with lease compliance to reduce the possibility of eviction.

Participates in interactive processes with Management and residents for Reasonable Accommodations, VAWA, and other special needs.

Sponsor educational and community-building events relating to health fairs, job fairs, HUD sponsored family initiatives, referral sources, etc.

Represents LMHA at community events to provide information regarding services provided by LMHA.

Maintains complete and accurate files and records and prepares reports for management and HUD.

Responsible for organizing, coordinating, facilitating, and maintaining LMHA's Resident Councils, the Lorain Area Resident Council (LARC), the Resident Advisory Board (RAB) and the Resident Assistance Watch (RAW) program.

Ensures (through communications and attendance) that each resident organization maintains regularly scheduled meetings, produces accurate minutes, and properly manages its finances.

Assists with development of meeting agendas, scheduling of speakers and training sessions for each resident organization, including board development.

Develops long-range goals for resident organizations.

Serves as liaison between the resident organizations and LMHA administrative staff, providing a forum for exchange of information.

Guides Resident Councils to build informal support network with residents.

Aids in planning, report writing, data analysis, and interpretation.

Performs other related duties as required.

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### **Qualifications**

Education/Experience: Associates degree (Bachelor's Degree preferred) in Social Work, Social and Human Services or related studies plus one (1) year of case management experience or equivalent combination of education and relevant experience.

Language Skills: Ability to communicate effectively with staff, residents, and the public.

Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Must obtain Professional Service Coordinator (PSC) designation from the American Association of Service Coordinators within 18 months of hire.

### **Knowledge, Skills, and Abilities**

Must pass physical, drug screen, employment reference and criminal history background check.

Proficient in Microsoft Word, Outlook, PowerPoint, and Newsletter software; working knowledge of Excel helpful.

Ability to become proficient in relevant modules of LMHA's computer software.

Ability to read, interpret and implement HUD regulations and guidance, particularly regarding Resident Services.

Requires excellent interviewing and case management skills.

Excellent interpersonal and communication skills to facilitate the interaction with the public, residents, social service providers and all levels of LMHA staff.

Ability to build and maintain rapport with service providers, government agencies and tenant organizations.

Working knowledge of supportive services and other resources in the area.

Excellent writing and grammatical skills.

Ability to work independently within guidelines.

Able to work flexible hours as needed and directed.

Ability to work with and serve a diverse cultural, ethnic, disabled population and relate to individuals at all socio-economic levels.

Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions.

Exceptional internal and external customer service skills and strong administrative skills.

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Requires excellent organizational skills, ability to plan work activities and use time efficiently to meet recurring deadlines.

Ability to pay attention to detail and work accurately on a consistent basis.

Possess mental acuity to make rational decisions through sound logic and deductive processes.

Requires a high degree of motivation and self-direction.

Ability to maintain confidentiality.

Requires the ability to use office equipment such as a computer, fax, calculator, copy machine, multi-line telephone systems.

Ability to speak, read, and/or write Spanish a plus, but not required.

### **Physical Demands/Work Environment**

Physical Qualifications: 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 essential functions of this job, the employee is frequently required to sit, talk, see, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer. The employee is occasionally required to stand and walk; ascend and descend stairs; reach with hands and arms; climb, balance, kneel, bend, stoop, crouch, or twist; finger grasp and handle objects. The employee must occasionally lift, push, pull, and/or move up to 25 pounds.

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 noise level in the work environment is usually quiet and occasionally moderate with typical office sounds and conversations of others able to be heard throughout the office area. Work is performed in a typical office environment with little exposure to dirt, dust, and outdoor temperatures.

### **ADA/EEO Compliance**

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.