

## EMPLOYMENT OPPORTUNITY

### **Resident Services Coordinator (Cascade Landing – Burlington, WA)**

The Resident Service Coordinator (RSC) works out of our Cascade Landing building. The RSC provides onsite case management services to Cascade Landing Residents. The RSC will coordinate outreach, information resource referral, community building and education opportunities between Cascade Landing residents, property management staff, Community Action programs and other local service providers, overseeing the delivery of support services to empower residents to live independently. This will be a full time position at 37.5 hours per week.

#### **JOB DUTIES and RESPONSIBILITIES INCLUDE:**

1. Welcome new tenants, explain the scope resident services, and provide appropriate community resources, programs and services upon move-in.
2. Provides non-clinical case management and referral services to all residents. Provide individualized support to assist with stabilization and self-identified goals
3. Oversee and/or provide crisis intervention, case management, and follow-up services.
4. Coordinate and collaborate with tenants, property management, agency program staff, and other local service providers as needed for effective coordination of services.
5. Collaborates in the facilitation of tenant meetings, community organizing, recreational, cultural, and social activities on an as-needed basis. Implements appropriate programming in the community room, which may include educational programs for residents such as nutrition & cooking classes, financial workshops, chronic illnesses, mental health education and other activities.
6. Encourages residents' self-advocacy and empowerment in meeting their social, psychological, physical, economic and other self-sufficiency needs.
7. Provide and monitor for crisis intervention, disputes, mental health issues, isolation or vulnerable clients.
8. Advocate for residents/clients and act as a liaison as necessary with property management and local service providers.
9. Manage data collection, client files, Agency (EmpowOR) and state (HMIS) database systems, and required reporting. Keep and maintain detailed case notes of all tenant interactions.
10. Collect required data for all programming offered, record data in databases and submit reports in an accurate and timely manner.
11. Identify and build effective community partnerships for program enhancement.
12. Participate in agency meetings and trainings, as required.
13. Other related duties as assigned by management.

#### **QUALIFICATIONS INCLUDE:**

### **Education & Experience**

- Associate Degree required; Bachelor Degree preferred, in Human Services or related field.
- Two-years of experience in comprehensive case management preferred.
- Experience working in a home environment setting preferred.

(Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work)

### **License(s) & Certification(s)**

- Must have valid driver license and auto liability insurance, if personal vehicle is used for work-related travel.
- Family Development Program Certificate within first 6-months of employment.
- First Aid/CPR Certified (within 6 months of hire).
- Blood borne Pathogens Training (within 6 months of hire).

### **Skills and Abilities**

- Spanish/English bilingual strongly desired.
- Strong customer service skills and service attitude.
- Excellent organization and follow through.
- Good knowledge of local resources desirable.
- Ability to maintain confidentiality
- Ability to set boundaries, resolve conflict and de-escalate issues.
- Ability to work in a home environment with minimal supervision and limited on-site personnel.
- Proficient in Microsoft Office Suite applications, including Excel, Word, PowerPoint, Publisher and Outlook; EmpowOR and HMIS databases.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

**WORKING CONDITIONS / PHYSICAL REQUIREMENTS:** Work is generally performed in an office environment, but at times may be performed in a home environment. May be exposed to situational, environmental, or health hazards, when working in a home environment. Extended sitting may be required. Sufficient mobility required for use of standard office equipment. Hearing and communication ability must be sufficient to perform essential job functions. Travel within and outside Agency's service area may be required for community outreach, meetings, training and other job-related activities.

### **COMPENSATION AND BENEFITS:**

Wage between \$20.87 - \$24.81 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Paid Holidays per year
- Health club discounts

*(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)*

**TO APPLY:**

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at [www.communityactionskagit.org](http://www.communityactionskagit.org)

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.

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