



Job Description

Position: Resident Services Coordinator (RSC)
Reports to: Resident Services Program Manager
Status: Non-Exempt
Compensation: \$18.00 - \$21.00/hr.

Job Description:

Under general supervision, the Resident Services Coordinator (RSC) is responsible for performing professional-level work on site at multi-family and senior apartment communities in the San Antonio/Bexar County area. The RSC is responsible for planning and implementing programs to provide overall wellness to individuals and families residing at these apartment communities.

The RSC carries out the mission of Merced Housing Texas by working with residents to create a sense of community to enhance individual support systems, develop a positive neighborly spirit through an awareness of community needs, and assist residents in identifying their strengths and needs.

The RSC reports to the Resident Services Programs Manager and works in close collaboration with other RSCs, Merced staff and Property Management. The RSC will network with service providers and other agencies to provide social and supportive services at the apartment communities.

Duties and Responsibilities:

- Provides excellent customer service to internal/external professionals and residents
- Develops, facilitates and implements activities, events and presentations focusing on housing stability, financial growth, health and wellness, youth enrichment, and community engagement
- Maintains a positive attitude with community partners, property management, organizations and Merced staff
- Assists residents in identifying, accessing and coordinating services to promote independence and autonomy
- Follows up with service providers and residents to ensure service delivery
- Collaborates with property management and staff when residents are identified as benefiting from supportive services
- Advocates on behalf of the resident
- Maintains a daily task log, resource directory and binder with current flyers, sign-in sheets, and other information pertinent to each property
- Collaborates with the property management to plan programs, activities and events
- Purchases necessary supplies for on-site activities and events as well as maintaining equipment and supplies at each property
- Completes administrative tasks to include responding to correspondence and voicemail in a timely manner
- Completes and submits necessary reports in a timely manner
- Completes a monthly newsletter for each apartment community
- Attends and participates in trainings, conferences and Merced Housing Texas staff meetings

- Promotes program innovation and best practices
- Provides culturally competent services to residents, staff and internal/external professionals
- Performs other duties as assigned and required by Merced Housing Texas

Qualifications:

- Bachelor's degree in sociology, psychology, or social work; or three years of experience in social services assisting people whose incomes are below the federal poverty guidelines.
- Strong computer skills with proficiency in Microsoft Office Programs (Excel, Word, Publisher, Outlook)
- Knowledge of community services designed for families, youth, and older adults
- Ability to document pertinent information clearly and concisely
- Strong verbal, listening and interpersonal communication skills
- Good organizational, time-management skills and attention to detail
- Ability to make initial determination of residents' needs and identify appropriate resources and referrals
- Energetic and enthusiastic with strong team spirit
- Ability to share confidential information as appropriate
- Ability in developing and marketing volunteer opportunities
- Ability to work weekends and evenings, as needed
- Must be a self-starter who works well with minimal supervision

Physical Requirements:

- Physical demands while performing the duties of this job include the ability to walk up and down three flights of stairs at a 200+ unit apartment community; ability to lift/carry boxes; ability to bend, stoop, and squat

Other Requirements:

- Must have reliable transportation with a valid Texas Driver's License and current automobile insurance
- Successful completion of background screening
- Bilingual preferred

If you are interested in this position, please send your resume to marta@mercedhousingtexas.org and rita@mercedhousingtexas.org