Mid-Columbia Housing Authority

JOB DESCRIPTION

Job Title: Resident Services Coordinator
Department: Mid-Columbia Housing Authority (MCHA)
Pay: Starts at $19.02 per hour, 36 hours per week, plus benefits
Reports to: Community Services and Special Programs Manager

GENERAL STATEMENT OF WORK: This is a professional position which involves helping households with Housing Choice Vouchers, living in Columbia Cascade Housing Corporation (CCHC) properties and other program participants of CCHC and MCHA navigate and access community services, health services, and other resources. The Resident Services Coordinator works directly with the Bridges to Health Pathways Program.

Supervision: Receives direct supervision from Community Services and Special Programs Manager. Works under general supervision from Executive Director.

Summary of Essential Job Functions:
• Performs outreach and referral to encourage eligible households with Housing Choice Vouchers, living in CCHC properties or access other MCHA/CCHC programs to participate in the Bridges to Health Pathways Program; conducts interviews, collects background information, makes appropriate assessments, and works with families with culturally and linguistically appropriate care coordination; 40%
• Maintains care coordination; provides follow-up counseling and maintains contact with clients in order to observe and report progress and verify that the established action plan is being carried out; 20%
• Prepares and maintains current written narrative documentation of the activities concerning individual cases; responds to correspondence, phone calls, office visits from participating families; collects, monitors, and maintains data on clients in data tracking system; 20%
• Functions as housing program liaison with other community service organizations; builds relationships with health care, dental care and social service providers; refers program participants with service needs to other agencies and/or community resources; 5%
• Refers clients to appropriate lines of business within the organization and community partners as applicable; 5%
• Advocates on behalf of participant to successfully navigate needed services; 5%
• Performs other related duties as assigned; 5%

Competencies and Skills Requirements:
• Ability to understand and deal with problems faced by program participants from a wide range of socioeconomic and cultural backgrounds; ability to handle difficult situations using tact and sound judgment;
• Ability to follow complex oral and written instructions and interpret program requirements in a manner understandable to program participants;
• Ability to plan and organize assignments, travel schedule and establish priorities;
• Knowledge of affordable housing programs and local community organizations and resources;
• Above average written and oral communication skills;
• Ability to collect and analyze data and use web-based data collection systems;
• Proficiency in Microsoft Office programs.
• Ability to speak and understand Spanish highly desired, but not required.
• Community Health Worker Certification or equivalent work experience desired, but not required. Ability to obtain Oregon State Community Health Worker Certification required within first six months.
• Ability to travel within the Gorge area is required (valid driver’s license and reliable insured vehicle).
• Ability to lift 30 lbs.

**Education and Experience Qualifications:**
• High School diploma or equivalent required.
• Post-secondary degree (Bachelor’s or Associate’s Degree) and three years of human services related experience; or
• Four years of progressively responsible experience in human services related experience (i.e. work concerned with rendering assistance to individuals and groups with problems such as poverty, illness, financial mismanagement, and/or inadequate housing); or
• Equivalent combination of experience, education and training;

**Disclaimer:**
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

MCHA is an equal opportunity employer valuing diversity and inclusion as essential elements that create and foster a welcoming workplace. All qualified persons will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, political affiliation, disability or any other factor unrelated to the essential functions of the job.