



NATIVE AMERICAN CONNECTIONS

POSITION DESCRIPTION

TITLE: Resident Services Specialist
HOURS OF WORK: Full time, varies
LOCATION: Coral Canyon

CHAIN OF AUTHORITY: Board of Directors
CEO
Director of Property Management
And Director of Resident Services
Resident Services Coordinator

MISSION:

Improving the lives of individuals and families through Native American culturally appropriate behavioral health, affordable housing, and community development services

POSITION SUMMARY:

Participate as part of the “Resident Stabilization Team” to promote on time rent payments and household stability. Resident Services Specialist’s primary responsibility is to increase the consistency of rent collections from residents to ensure family stability and property sustainability.

RESPONSIBILITIES:

- Build relationships with job development & placement organizations for efficient referral for residents who lose their employment or have their income reduced. Focus on services that promote job success and retention.
- Conduct an ongoing youth program at the property that engages youth in a positive manner utilizing outside sources and with direct interaction and programming by Specialist
- Assist the Resident Services Coordinator to coordinate and implement outside sponsored and facilitated activities, resident trainings, and events for residents at assigned housing community.
- Coordinate with the on-site manager/case manager to increase resident attendance for all services offered on site.
- Assist the property manager with creating a monthly calendar of events at the community.
- Coordinate monitor and up-date community bulletin board at assigned community.
- Evaluate the effectiveness of the services through attendance rates, reduced delinquency rates and reduced turnovers. Maintain data the supports resident stability.
- Create and /or supplement the property’s resident services book that includes collaborations, outreach and actual events/programs development, implementation and results.

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- At communities with previously homeless residents – be part of the street outreach team in order to identify future residents.
- At newly developed communities – be part of the lease up team understanding the requirements for all funding sources (LIHTC, Section 8, HOME, SHP)
- Other duties as assigned.

EDUCATIONAL REQUIREMENTS

Bachelor's degree preferred, or relevant work experience will be considered in lieu of a degree

WORK EXPERIENCE/SKILLS REQUIREMENT:

- One or more years in case management and /or property management.
- Experience with youth programs
- Knowledge of economic, educational, and social problems of Native Americans and referral services
- Excellent communication skills – both written and oral.
- Experience working with the Native American population preferred
- Access to reliable transportation
- MS Office Skills

FAIR LABOR STANDARDS ACT:

This position is considered to be EXEMPT for overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws.

Employee

Date

Supervisor/HR Director

Date

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