

Tompkins Community Action

an active community can produce powerful change

JOB TITLE:	<u>Resident Program Coordinator</u>
STATUS:	<u>Non-Exempt</u>
DEPARTMENT:	<u>Supportive Housing Services</u>
SUPERVISOR:	<u>Supportive Housing Manager</u>

Job Summary:

The Resident Program Coordinator provides support for service delivery activities, coordinating outreach and enrollment, reporting and planning for Supportive Housing Programs. *Supportive Housing is affordable housing with onsite services that help formerly homeless, disabled residents live in dignity in the community.* Responsibilities include resident service delivery, reporting outcomes, supervision of program volunteers and facilitating program events.

Job Responsibilities:

Program Implementation: (60%)

- Provides program information in response to participant's requests and questions about program eligibility, community resources and application process.
- Completes screening, intake and assessment for applicants referred by the Coordinated Entry System to fill unit vacancies.
- Facilitates life skill education for residents by identifying community resources and setting up workshops focusing on topics such as: nutrition and cooking, financial literacy, healthy home cleaning, educational opportunities, and job readiness.
- Develops monthly program calendar of events for each supportive housing site.
- Maintains program event documentation and participation records.
- Supervises program volunteers by providing training, oversight, and documentation.
- Provides coverage of reception activities at supportive housing sites, as needed.
- Facilitates resident participation in scheduled cooking program activities; includes recruiting residents for participation, providing childcare during program and area clean-up with residents.
- Provides resident transportation, using agency vehicle, as needed, and approved.
- Provides a visible staff presence and completes documentation for all observed resident activities.

Program Support: (20%)

- Provides program eligibility information to potential residents; includes facilitating application completion, collecting documentation and follow up support.
- Prepares flyers and life skill information packets for program activity events, participating in program event planning meetings. Includes distribution of event calendars to participants.
- Maintains the ongoing available rental housing list.
- Maintains program referral and community agency contact lists.
- Assists with monthly, quarterly, and annual reporting tasks including compiling and reporting program statistics and outcomes as requested.
- Creates quarterly report using Customer Satisfaction Survey feedback.

- Responsible for transferring Supportive Housing Program Coordinator End of Shift (EOS) reports into resident contact forms on the Housing Drive.
- Assists with ongoing data entry for agency-wide tracking system and Homeless Information Management System.
- Participates in agency and community events, as directed.

Program Reporting: (15%)

- Completes and submits daily End of Shift report to supervisor and team prior to ending shift.
- Completes Incident Report Forms as required by program procedures.
- Maintains file documentation and site facility binder as defined by program procedures.
- Compiles monthly program service delivery outcome reports detailing program outcomes, resident achievements, events of note, and progress on goal plans for all residents.

Other: (5%)

- Input and utilization of agency wide intake tracking system.
- Attend staff, department, and agency meetings.
- Participate in trainings and conferences, as requested.
- Other duties and responsibilities as assigned; may include nights and weekends.

Required Knowledge, Skills and Abilities:

- Promote Agency Mission and adhere to policies, procedures and guidelines as defined by TCAction and program funders.
- Ability to understand and interpret federal, state, and local regulations.
- Excellent oral, interpersonal and written communications skills.
- Planning and organizational skills, attention to detail and work prioritization.
- Ability to work with organizations and agencies to enhance networking and collaborations.
- Knowledge of computer functions, competence using Microsoft Office Suite and related programs
- Bi-Annual satisfactory physical including TB test (Mantoux or Chest X-ray)
- Maintain knowledge of, and act as, mandated reporter
- Maintain First Aid, CPR, and bi-annual Serv-Safe credentialing
- Physically able to bend, stoop, kneel, climb, run short distances, stand for long periods and lift up to 50 lbs.

Minimum Qualifications:

- High school diploma or equivalent.
- Two years employment experience in housing related programs.
- Meet TCAction criteria for satisfactory driver's license in order to access agency owned vehicles and access to personal transportation for work related activities.

Print Name: _____ **Signature:** _____ **Date:** _____