

HALLKEEN MANAGEMENT

Job Title: Resident Services Coordinator
Location: Bayview Towers, Stamford, CT 06901
Hours: Full-time - 40 hours per week

Job Description:

The Resident Services Coordinator (RSC) leads the implementation and coordination of programs and services for children, youth, adults and seniors at a 200-unit affordable housing community in Stamford, CT. The position is full-time, 40 hours per week. The RSC conducts needs assessments of the property and local community, and coordinates the delivery of programs and services to meet these needs. The RSC establishes partnerships with local service providers to deliver programs and services on-site in the property's community center, or refers residents to services in the local community. The RSC is responsible for developing goals at the program site level and ensuring that reports and budgets (when appropriate) are completed and accurate. The RSC may be asked to assist with submissions of funding applications and monitor adherence to contractual agreements. The RSC will work in partnership with the property manager to assist with eviction prevention and to provide social services referrals to residents in order to meet their needs. The RSC is responsible for managing programmatic outcomes as directed by the Operation Pathways' chief of staff and deputy executive director.

Essential Functions:

- Coordinate services for residents that support positive personal development and improve quality of life;
- Partner with residents as they work toward their individual goals and outcomes;
- Establish and maintain relationships with local service providers, schools, civic organizations, funding agencies, business partners and other community-based organizations;
- Manage site program budget, review monthly reports, and ensure accuracy in reporting;
- Work with Operation Pathways leadership team to build their annual budget (when appropriate) and determine priority areas for funding;
- Collect, manage, report and analyze data, and ensure accuracy and consistency with established data collection standards;
- Analyze effectiveness of programs using collected data and determine site-specific program needs in addition to regular program offerings;
- Conduct pre- and post-assessments as needed for internal reporting and external reporting (directed by contractual agreements);
- Manage contracts for third parties providing programs on site under RSC's purview;
- Provide monthly reports to Operation Pathways' chief of staff;
- Participate in peer sharing calls, meetings with property managers, and meetings with members of the leadership team.

Performance Factors:

- *Attendance and Dependability.* The RSC can be depended on to report to work at the scheduled time and is expected to complete assignments in a timely, accurate, and thorough manner.
- *Communication and Contact.* The RSC communicates effectively both verbally and in writing with organizational leaders, property management team, colleagues, and individuals inside and outside the organization. The RSC also pays close attention to detail and follow-through.
- *Relationships with Others.* The RSC works effectively and relates well with others including residents, leadership team, colleagues, property managers, and individuals inside and outside the organization. The RSC exhibits a professional manner dealing with others and maintains constructive working relationships.

Qualifications:

- Minimum Bachelor's degree and at least 3-5 years of experience in human services required.

To apply for this position, please submit a cover letter and resume to information@operationpathways.org No phone calls, please.