

Napa Valley Community Housing

JOB DESCRIPTION

RESIDENT SERVICES COORDINATOR

Status: Non-Exempt

Full-Time Position

Supervisor: Vice President of Resident Services

Department: Resident Services

This is a full-time position at Napa Valley Community Housing. Research and experience demonstrates that affordable housing developments are most successful when residents are actively engaged in leading, planning and developing activities and information that will help them improve their lives. Health care, parenting classes, support and counseling, education and job training services are just a few services needed by affordable housing residents. This staff person will organize, encourage, coach, educate and empower residents. Onsite information and service delivery significantly increases resident participation and the rate of personal and family development.

Responsibilities:

- Identify and encourage potential tenant leaders and representatives. Establish tenant association and/or tenant advisory committees at each property.
- Organize resident meetings; bring in speakers on health and education programs and other areas of interest to the residents.
- Plan and implement leadership training workshops for resident leaders.
- Maintain documentation of services delivered to affordable housing residents.
- Teach residents to identify and find solutions to common problems at their housing site.
- Encourage and coach resident leaders to lead activities, meetings, and to participate in decisions affecting their housing. Provide training and create leadership development opportunities.
- Bring together residents and local community service programs.
- Assist in grant writing and fund raising.
- Coordinate services delivered to affordable housing residents with other coordinators; share resources.

Qualifications:

- Bilingual Spanish required, bicultural a plus
- Experience working with diverse workgroups and serve families with diverse economic, social, racial and cultural backgrounds
- Must be energetic, work independently and enjoy answering questions
- Maintain a professional, confidential work environment
- Strong ability to plan, organize, prioritize and multi-task
- Serve effectively as a member of a team internally and externally
- Communicate effectively verbally and in writing
- Be professional, respectful of others and display a positive attitude
- Ability to seek volunteerism through residents and outside agencies
- Knowledge of modern office methods and practices, including filing systems, business correspondence, presentations and report writing
- Proficient knowledge of internet, math, computer programs, e.g., Microsoft Word, Outlook, Publisher etc.

- Fast pace, diverse and dynamic environment
- Combination of education/or experience in teaching and organizing
- Knowledge of basic principles of social services and local community resources in Napa County
- The service is physical, door to door distribution of flyers and sometimes home visits, requiring setting up and clean-up for events which may require transporting or lifting cumbersome material, e.g. flip charts, refreshments, brochures, etc.
- Ability to deal with immediate and sometimes stressful situations, e.g. emergency rental assistance and seeking resources for sudden medical needs
- Ability to travel to various sites, as needed, where applicable
- Vehicle required with possession of valid California Driver's license, a good driving record, and automobile insurance per requirements of the State of California

Application Process: The position offers a competitive salary and excellent benefits including medical and dental coverage and retirement plan. Please submit a cover letter and resume to NVCH, 150 Camino Dorado, Napa, CA 94558; Attention: Cristina Alvarez or fax to 707-255-0252 or email Cristina@nvch.org. EOE