



"Committed to Safe and Affordable Housing"

Job Title: Resident Services Specialist
Classification: Non-Exempt
Category: Social Services
Salary Range: \$21.65 - \$33.04 Hourly

Definition

The Resident Services Specialist will plan and coordinate services and community building activities to improve the stability of housing and quality of life for individuals and families.

Typical Work

- Develop and maintain a comprehensive list of available community resources (employment, education, social service agencies, etc.) for residents.
- Develop a comprehensive understanding of residents' needs (conduct needs assessments, community meetings, etc.) and assist residents in identifying the services and benefits needed to maintain housing stability, independence, self-sufficiency and wellbeing.
- Develop strategies to link residents with needed services, including providing assistance in overcoming various barriers that might impede access to services.
- Educate residents on service availability and assist residents in making applications for needed resources.
- When needed, serve as a liaison between residents and service providers to monitor appropriateness of service delivery.
- Develop supportive relationships with residents.
- Problem solves with residents when appropriate.
- Develop ongoing partnerships with community resources such as health clinics, assessment/case management, counseling programs, adult day centers, legal services, recovery programs, ESL classes and other community resources needed by residents.
- Develop and implement on-site supportive service and community building programming in collaboration with residents and community service providers.
- Provide ongoing outreach services to identify residents who would benefit from services.
- Act as a liaison to local human service providers and represent Yakima Housing Authority on various task forces and community groups.
- Plan and coordinate recreational, cultural and social activities in coordination with property operations staff and residents, as needed.
- Organize and facilitate resident meetings.
- Meet with residents to discuss resident's needs, including but not limited to housing needs.
- Advocate for residents and act as a mediator between participants and YHA's Housing Management.
- Develop Resident Services goals and objectives and measure and document participant outcomes.

P.O. BOX 1447 Yakima WA 98907 • www.yakimahousing.org

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"Committed to Safe and Affordable Housing"

- Assist other YHA staff in understanding and participating in the goals and programs initiated by resident services.
- Attend staff meetings, training sessions, and other appropriate meetings and conferences as required.
- Participate in relevant local, regional, state and/or national organizations as assigned.
- Provide public presentations to community service providers, funders, or donors as needed.
- Protect the privacy of all client related information; keep a strict confidentiality of YHA business both while at work and during off duty hours.
- Perform other duties as required.

Knowledge of

- Housing issues and local community services for veterans, families, persons who are elderly, persons with disabilities, and/or temporarily disabled.
- Challenges and concerns of the physically, mentally, socially and economically disadvantaged.
- Community organizing, outreach and empowerment strategies and resident driven initiatives.
- Mental health, drug and alcohol, child development, and self-sufficiency principles.
- Principles and practices of program development and implementation.
- Small group communication, facilitation and mediation skills.
- Proper English usage, spelling, grammar and punctuation.

Abilities

- Ability to establish working relationships with other staff, community service providers and residents.
- Ability to solve problems.
- Excellent communication skills, both orally and in writing; ability to meet and deal with the public in a pleasant and courteous manner; well organized and detail-oriented; ability to prioritize multiple tasks; proficient computer skills; knowledge of standard office equipment and Microsoft Office.
- Exemplify integrity, customer service orientation, cultural sensitivity, trustworthiness, flexibility and a willingness to change.
- Multitask and plan day-to-day activities, and work collaboratively with the YHA staff.
- Resolve conflicts using effective conflict resolution techniques.
- Communicate and work with individuals and households with multiple, severe and chronic disabilities, mental illness and diverse social and economic backgrounds.
- Work a flexible schedule that may include evenings and weekends.

Preferred Qualifications

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- Degree or experience in social work, sociology, psychology or related field; or experience in community development, social services or related field.
- Training or experience with diverse cultures and specific populations such as veterans, people with disabilities or mental illness.
- Experience in resident/volunteer outreach or other related fields.

Employee Signature

Date