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*"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 Coordinator 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.
- Attend unit inspections as a tool to gain insight on resident's 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.



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- 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, plan day-to-day activities, and work collaboratively with the property manager or independently.
- 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.



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**Preferred Qualifications**

- 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.

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Employee Signature

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Date