



Changing lives  
Building communities  
Creating opportunities

Central City Concern is a non-profit social service and housing agency whose mission is to provide comprehensive solutions to ending homelessness and achieving self-sufficiency. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees. As part of our policy and commitment to a drug and alcohol-free workplace we conduct post-offer, pre-employment drug screens.

## **JOB ANNOUNCEMENT**

**TITLE:** Resident Service Coordinator – 100%  
**DEPARTMENT:** Supportive Housing  
**REPRESENTED:** No  
**REPORTS TO:** Supportive Housing Program Manager  
**SALARY:** Depending on Experience  
**SHIFT:** Monday through Thursday, 10:00am to 7:00pm, Friday, 9:00am to 6:00pm

**Summary:** The Resident Services Coordinator assists residents through resource and referrals within designated Central City Concern Fair market and Section 8 Communities. Community Building is very important to the success of the RSC. RSC will hold community events and meetings to help to build cohesion between tenants. This individual works with residents and staff to find solutions to financial and behavioral problems that if not resolved would jeopardize the resident's continued housing. Mediation of neighbor disputes and tenant/landlord disputes are the responsibility of the RSC.

### **Essential Duties and Responsibilities:**

1. Identify resident issues; provide links to resources assisting resident with continued housing.
2. Assist and support resident by information sharing and educating resident about building rules and policies.
3. Serve as liaison from specific housing program/residency to service providers, including those directly associated with resident.
4. Establish and maintain ongoing communications with Portfolio Manager, working with residents to maintain housing and establish and maintain ongoing communications with Client/Resident Monitors.
5. Assist resident in mediation of conflicts with other residents or entities.
6. Network with agencies in the community to assist linking residents to resources and participate and help coordinate a monthly tenant council meeting.
7. Maintain activity log reflecting resident interaction and prepare required reports in an accurate manner.
8. Interview all permanent housing applicants prior to move in to complete basic needs assessment, insure they meet building criteria and understand your role in the community in assisting them in meeting their needs.
9. Follow up regularly with residents to insure they are getting these needs met.
10. Refer to employment opportunities, supported employment, benefits and entitlements, medical and mental health resources as needed and/or desired by the resident.
11. Function as part of a team providing supportive housing and report to various job sites as directed by supervisor.
12. Respond to and investigate resident reports of building, community, CCC Process and Procedures and CCC employee issues that arise directly related to the building(s) you are responsible for.
13. Create and execute community programs and activities within the building including but not limited to ready to rent, financial literacy, neighborhood safety, potlucks, movie nights and community meetings

### **Description of Other Duties:**

1. Participate as requested in Resident Quality Improvement Council.
2. Perform other duties as assigned.

### **Skills and Abilities:**

1. Ability to work as a team member and to establish priorities; ability to display a non-judgmental attitude, and a willingness to learn new skills. Demonstrated ability to work without supervision.

2. Demonstrated knowledge of community and social agencies, and self-help groups.
3. Sufficient manual dexterity and physical ability to perform assigned tasks.
4. Must adhere to agency's non-discrimination policies.
5. Ability to effectively interact with persons with diverse ethnic backgrounds, religious views, political affiliation, cultural backgrounds, life styles and sexual orientation and treat each individual with respect and dignity.
6. Knowledge of how to deal with a combative resident/client.
7. Ability to work in an environment where people may be verbally hostile.
8. Ability to manage time and meet deadlines.
9. Ability to understand and follow verbal and written instructions.
10. Ability to work courteously with the general public, residents/clients and co-workers.
11. Detail oriented; ability to maintain accurate records and necessary paperwork.
12. Ability to learn and apply training instruction.
13. Knowledge of de-escalation methods or ability to be trained in de-escalation methods.
14. Ability to effectively communicate with clients, co-workers, corrections personnel, police, merchants, the public at large and supervisor.
15. Ability to provide leadership.
16. Ability to provide advocacy, as appropriate.
17. Must have professional maintenance of appropriate boundaries.
18. Ability to establish and maintain cooperative working relationships with those contacted during the course of work.
19. Ability to communicate clearly and concisely both verbally and in writing.

**Minimum Qualifications:**

1. Must have a high school diploma or G.E.D. Advanced education is desirable.
2. Knowledge of chemical dependency and treatment required. Two or more years experience working with people with mental illness preferred.
3. If a recovering chemically dependent person must be involved have a minimum of two years sobriety and be able to provide supporting documentation if requested.
4. Must pass a pre-employment drug screen, TB test and background check.
5. Will be required to carry an agency cell phone for work use. Cell phones will be provided by Central City Concern.
6. Must possess a current drivers license, access to a vehicle, pass a DMV background check, be designated an "acceptable" driver as outlined in Central City Concern's Fleet Safety Policy, maintain vehicle insurance coverage of a minimum of \$100,000/\$300,000 personal auto liability coverage. Must pass an initial drivers training and continued recertification training.
7. Physical ability to bend, stoop, kneel, squat, twist, reach, pull and lift heavy objects.
8. Must be able to climb stairs several times a day.
9. Must adhere to agency's policies, including but not limited to, non-discrimination, safety, drug and alcohol-free workplace, violence prevention and harassment-free workplace.
10. Ability to effectively interact with co-workers and clients with diverse ethnic backgrounds, religious views, cultural backgrounds, life-styles and sexual orientations and treat each individual with respect and dignity.

**APPLICATION PROCEDURE:**

Qualified applicants **must** submit a Central City Concern employment application to be considered for this position which can be obtained at [www.centralcityconcern.org](http://www.centralcityconcern.org). Applicants may include a cover letter and resume. Apply by mail or fax (503-445-8089), or in person at Central City Concern, 232 NW Sixth Avenue, Portland, OR 97209. Application email: [jobs@ccconcern.org](mailto:jobs@ccconcern.org). Current CCC employees must submit an *Internal Employment Application*, available at the main office. More information at [www.centralcityconcern.org](http://www.centralcityconcern.org).

Date Open: 8-3-11

Date Closed: 8-12-11

**EQUAL OPPORTUNITY EMPLOYER**

Reference # 11- 155