



**Job Title:** Resident Services Coordinator  
**Department:** Aspire  
**Reports To:** Director of Aspire  
**Position Classification:** E01  
**Approved Date:** December 2023

**Position Summary:**

The Resident Services Coordinator (RSC) partners with residents age 55+ living in Loveland Housing Authority properties to improve their quality of life. The RSC works closely with the Asset Management team to determine community needs, plan and implement programs and activities to meet those needs, and evaluate program effectiveness. The RSC also meets with individual residents to assess key areas of healthy living and housing stability, provide connections to community partners and resources that address individual needs, and promote healthy aging in community. The person in this position is responsible for developing and maintaining strategic partnerships with local service providers and health organizations to support residents in achieving and maintaining health, safety, and well-being.

This position also provides management of the Mirasol Event Center including but not limited to oversight and supervision of the Mirasol Van Driver(s), supervision of volunteers and contractors, and the general management of the facility. This includes ensuring that the Mirasol Event Center is open and available to residents a minimum of 40 hours per week, scheduling and managing social activities and events, outings, etc.

**Essential Duties:**

**Service Coordination (35%)**

Improve access to community resources and partners to provide services that improve the health and wellness of older adults.

- Conduct interviews with individual residents to assess needs in the areas of daily living activities, social interaction, physical and mental health, nutrition, and financial stability.
- Create and support individual, goal-oriented action plans with residents.
- Research and build relationships with community and health service organizations who provide services to older adults and people with disabilities, develop resource referral materials.
- Refer residents to other providers as appropriate; support residents in completing necessary paperwork; follow up on referrals.
- Serve as liaison/advocate between service providers and residents.
- Meet at least weekly with on-site case managers and LHA staff to coordinate resources and problem solve issues/concerns.
- Track service provision and outcomes in case management system

**Program Coordination (35%)**

- Learn about residents' areas of interest through focus groups, interviews, and surveys.
- Provide coordination of resident led/grant funded activities and programs that increase community engagement and participation in healthy activities.
- Research and schedule group outings to community events, activities, and programs that build social networks and support healthy and active lifestyles.
- Maintain an annual work plan, monthly program reports, and reports on outcome measure.
- Collect, compile, and provide data and information for grant applications and reports.
- Encourage residents to participate in programs and activities through education and incentives, personal invites, and peer cohorts.
- Attend and contribute to the Event Center Advisory Board and the Resident Advisory Council



### **Event Center Management (30%)**

- Develop transportation schedule and event center schedule to best meet needs of community and budget limitations.
- Produce a monthly newsletter and/or calendar of events that includes both fee and non-fee activities.
- Manage Event Center Services Budget
- Volunteer coordination
- Coordinate scheduling, tasks, and workspace for on-site volunteers to increase social interactions and intergenerational opportunities for residents.
- Provide orientation and advising for on-site volunteers.
- Research and provide opportunities for residents to engage in volunteering, including providing opportunities to share their skills/experience and engage in leadership roles.
- Other duties as assigned.

### **Supervisory Duties:**

This position supervises non-exempt employees, volunteers, and service providers.

- This position carries out supervisory responsibilities in accordance with the organization's policies and procedures.
- Submit timecards for Event Center Coordinator and Van Driver

### **Job Qualifications:**

#### **Required Skills and Qualifications:**

- Must be able to interact and communicate with a diverse population in a professional and non-judgmental manner.
- Must be able to establish effective working relationships with residents, co-workers, other professionals, and community members.
- Must have ability to respect the privacy and confidentiality of staff and clients.
- Must be able to demonstrate effective conflict resolution skills with a high degree of tact and diplomacy.
- Must display a professional and positive attitude at all times.
- Able to function as a member of an interdisciplinary team and work with collaborating agencies. Able to manage tasks and activities in an environment that sometimes includes interpersonal conflict and chaos.
- Ability to assess and develop plans to address individual and community needs.
- Knowledge of stages of aging and disabilities
- Strong organizational and time management skills
- Program management and/or coordination
- Cultural competence and awareness
- Boundary setting, crisis management and conflict management
- Exceptional verbal and written communication skills with clients, staff, and community members
- Intermediate technology skills including data entry, Microsoft Office, Outlook
- Navigation of health and social service systems
- Client Advocacy
- Knowledge of strategies that promote healthy aging in community.
- Must have knowledge of mental health, addictions, family issues, youth development, multicultural issues and elderly service delivery system.



**Preferred Skills and Qualifications:**

- Experience working with target population (older adults, disabled)
- Knowledge of local community resources for older adults and adults with disabilities
- Bilingual English/Spanish preferred
- Experience with affordable housing

**Education and Experience:**

- Bachelor’s Degree in a Human Service discipline
- 3-5 years of related experience preferred.

**Core Competencies (required for all positions):**

Teamwork	Responsiveness
Collaboration	Attention to detail
Professionalism	Organizational skills
Innovation	Problem solving skills
Integrity	Active listening
Trust	Positive attitude

**Driver’s License and Background Check**

- Must possess and maintain a valid Colorado Driver’s License with an acceptable driving record (no major violations within the last three years) and be insurable through Loveland Housing Authority insurance carriers.
- A criminal history, and motor vehicle background check is required.

**Working Environment**

Work is generally performed in an office environment that may require sitting for extended periods of time, repetitive keyboard motion, reaching, bending, and kneeling. Light physical effort may be required by moving and positioning objects up to 20 pounds occasionally and/or 10 pounds frequently. Occasionally work will be performed in the field, which may include navigation of construction sites and inclement weather. Work is generally completed during normal office hours but may occasionally include evenings or weekends.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.