Job Title: Resident Services Coordinator/Community Builder

Locations: Community Housing Partners (CHP) Sites:
1. Plaza Townhomes at Macon & Moline – 1433 Moline St. & 1334 Macon St., Aurora, CO 80010 – 30 units
2. Townhomes at Tollgate Creek – 17236 E. Baltic Pl., Aurora, CO 80013 – 60 units
3. CHP’s office is located at a co-working space – Regus at Tamarac Plaza II: 7535 E. Hampden Ave., Suite 400, Denver, CO 80231

Reports To: Executive Director of Community Housing Partners

Job Status: Part-time (20 hrs. per week) with the ability to increase up to 40 hours a week once COVID-19 restrictions allow: 1) regular on-site office hours, and 2) on-site community events and activities. Most duties can be performed remotely from home through email, phone/text, and downloaded fax, with limited on-site hours for resident appointments.

Pay: $24.00 to $26.00 per hour DOQ plus pro-rated lump sum after-tax for benefits. Exempt.

To Apply: Please send resume and cover letter to Signy Mikita at signy@ch-partners.org by September 8, 2020

Summary: The Resident Service Coordinator/Community Builder’s role is to manage and provide access to necessary supportive services in the community, provide case management services as needed and requested, and develop programs and resources that support community wellness for the entire resident population.

Duties and Responsibilities:

Community Resources –
- Research, identify, and link residents with resources such as rental assistance, transportation, adult education, childcare, health services, and employment assistance. SSI, Medicare, food stamps, and prescription drug assistance, senior services and all pertinent services that would benefit CHP’s community/residents. Assist residents when needed in applying for appropriate benefits
- Identify the strengths of residents for asset-building and personal development as well as their needs for supportive services. Continue to support formerly homeless families with children as needed.
- Establish relationship, maintain and also follow up with community service providers.
- Coordinate with the Aurora@Home Operations Committee and Landlord Recruiter to alert them of upcoming vacant units for eligible Aurora@Home Rapid Rehousing program participants, primarily homeless families with children.
- Work closely with Brothers Property Management staff to identify specific supportive needs as related to lease violations and household housing stability, particularly tracking resident delinquencies and linking at-risk residents to rental or other assistance. Meet with new residents to assess their needs. Follow up and update supervisor on the outcome of any referrals
- Organize community resource displays with information and applications. Keep resource lists updated
- Administer the Small Rental Balance Fund for grants up to $100, and loans up to $750 for residents needing emergency assistance with rental payments or other necessities. Prepare repayment agreements, track repayments, and remind residents of amounts owed
- Distribute food cards for residents in need due to COVID-19, and other food distribution as needed
• **Dependent upon COVID-19 restriction:** Set up office hours at each of the two sites and advertise office hours for residents to meet with and request referrals. Ability for resident home visits as required.
• Assist residents in building informal support networks with other residents, family members, and friends
• Exchange resources with other Resident Services staff of Brothers Redevelopment, Inc. and collaborate on programs and community-building activities, as appropriate

**Programs and Activities –**

• **Dependent upon COVID-19 restriction:** Organize on-site community-building events and activities. This may include topics such as, but not limited to: health issues, financial literacy, computer training, job searching, and other life skills for adults; and art, social and other activities for children and youth. Past activities have included: Spring holiday baskets, resource open houses, school backpacks, Bar-b-ques, Trick-or-Treating, Thanksgiving turkeys, holiday gifts and parties, and toy/coat drives.
• **Dependent upon COVID-19 restriction:** Produce a monthly calendar of events and activities
• **Dependent upon COVID-19 restriction:** May coordinate resident training for leadership roles, such as developing and implementing beneficial programming
• **Dependent upon COVID-19 restriction:** May recruit and supervise volunteers to assist with programs

**Administration –**

• Accurately complete and submit by deadlines: monthly timesheet, monthly service reporting, program reporting, and any other required paperwork/reporting needed
• Submit accurate monthly expense report in a timely manner
• Conduct surveys to assess resident needs, tabulating survey results to evaluate programs in order to plan relevant programs for the communities that you serve
• Create monthly calendars of events and activities, producing outreach flyers and quarterly newsletters to keep the community informed if applicable
• Maintain documentation on all work performed for residents, follow up and document outcomes
• Collect, track and enter resident data into “Family Metrics,” and compile reports as needed
• Attend appropriate internal and external meetings as assigned. Such meetings may include: Aurora@Home Operations Committee, Resident Services Meetings with Brothers Redevelopment, Inc., Staff Training, Community Meetings, etc.
• Perform other duties as assigned

**Work Environment –**

• The employee is required to stand, walk, and drive with own vehicle
• The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job
• Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• The noise level in the work environment is usually quiet to moderate; construction sites may be noisy and appropriate measures should be taken to protect hearing and health on job sites

**Minimum Requirements –**

• Bachelor’s degree in social work, human services, counseling or related field.
• 2 years of experience in community services coordination and social service.
• Excellent interpersonal skills, ability to work effectively with people of diverse backgrounds.
• Experience working with diverse populations, low to moderate income families, people with mental health issues, substance abuse, disabilities, legal issues, older adults, and formerly homeless populations.
- Team Player, Enthusiastic, flexible, patient, problem solver, strong initiative, positive spirited and a desire to make a difference in the lives of residents.
- Professional commitment to the mission of Community Housing Partners
- Possession of a valid Colorado Driver License with vehicle insurance, and reliable transportation.

**Required Skills –**
- Knowledge of Federal and State benefits programs and local services in the metro Denver area, preferably with Arapahoe County and the City of Aurora, Colorado.
- Demonstrated skills in leadership and community building.
- Ability to articulate ideas clearly and professionally in both a written and oral manner.
- **Preferred Skills** - Bi-lingual in Spanish and/or additional languages.
- Ability to work independently and as part of a team.
- **Ability to maintain professional boundaries, including exercising objectivity and confidentiality, while building trusting relationships with residents and staff.** Confidentiality of sensitive information a must.
- Ability to follow through and complete job duties when assigned in a timely manner.
- Sensitivity to issues pertaining to families and youth populations.
- Ability to troubleshoot and prioritize work.
- Ability to remain calm and composed in stressful situations and exercise crisis de-escalation and resolution skills where appropriate.
- Good analytical and problem solving skills.
- Ability to work in a fast-paced environment.
- Ability to work some evenings and weekends as required.
- Strong organizational skills.
- Proficiency in MS Word, Excel, Outlook, PowerPoint, Internet.
- Ability to use job related electronics: cell phone, computer, scanner, printer/copier, download fax App

**Physical Requirements -**
The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Ability to lift up to 35 lbs.
- Must be willing to travel from various sites.
- Ability to handle a significant level of stress.
- Responsible to set up and clean up facilities utilized for events with occasional lifting, bending and pushing.

*Community Housing Partners (legal name Aurora Housing Corporation) is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of race, color, national origin, ancestry, creed, religion, sex, age, physical disability, mental disability, or sexual orientation. Please let us know if you need any special accommodations.

*Community Housing Partners is a drug free workplace as required by the “Drug-Free Workplace Act of 1988.”*