



**Job Title:** Resident Services Coordinator (RAD)  
**Status/Classification:** Full-time, Non-exempt  
**Supervisor(s):** Supportive Services Supervisor  
**Submit by:** June 14, 2016

### **AGENCY BACKGROUND**

The San Francisco Housing Development Corporation (SFHDC) is a 501(c)3 non-profit corporation formed in 1988 by primarily San Francisco African American community leaders who were interested in combating the widespread displacement of residents through 'redevelopment programs' that disproportionately affected African Americans and other people of color. Focused on serving people of color, our mission is to foster financial stability through the development of affordable housing, the facilitation of homeownership and the economic empowerment and revitalization of Bayview Hunters Point and other neighborhoods of Southeast San Francisco.

### **JOB DESCRIPTION**

#### **Summary:**

This position will provide direct, comprehensive services to residents of Westbrook Apartments, a current public housing site that will transfer to private management and undergo renovation in mid-2016 through the Rental Assistance Demonstration Program ("RAD"). The housing and offices are located in the Bayview Hunters Point area of San Francisco. The overarching goal of the position is to help connect residents to services that lead to their greater stability, well-being, and self-sufficiency.

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

- Perform extensive outreach to all residents so as to inform them and encourage participation in planning and implementation of programs, activities; apprise residents of informational meetings, and help share important information with them regarding the RAD program, its timeline and process.
- Assess client needs and establish individualized service plans when needed; connect residents with on-site and off-site resources that aid their day-to-day living experiences and inspire them to engage in personal development.
- Assist residents to: enroll children in school and/or child care; access employment development, job training and placement; and psychological counseling, recovery counseling, health services, etc., as needed. Act as a liaison, case coordinator and/or client advocate with the various agencies providing the targeted service(s).
- Conduct regular community meetings and other community events.
- Maintain client files, including various monthly reports; assist in data entry regarding client demographics, goals, activities and outcomes.

- Participate in continuing meetings with the SF Mayor's Office on Housing and Community Development, and other local, and government partners.
- Evaluate resident progress to ensure successful goal realization.
- Attend monthly all-staff meetings at Admin office; bi-monthly supportive services staff meetings in various locations, case management meetings, and in service programs that provide additional training.
- Provide information and recommendations to the Supportive Services Supervisor regarding program evaluation and modification to better meet resident's needs, community needs, funding requirements and agency mission.
- Other duties as assigned by the supervisor.

**Qualifications:**

- A minimum of 2 years of professional experience in the human services, social work, or related field and demonstrated experience working collaboratively with low income families.
- Experience with service coordination in the Bayview Hunters Point, San Francisco area, or another area with similar demographics.
- Bachelors Degree in Social Work or related field preferred.
- Bilingual (any of the following: Spanish, Samoan, Mandarin, Cantonese) preferred
- Ability to maintain accurate client files and impeccable documentation.
- Excellent written and oral communication skills (a writing sample will be required).
- Strong organizational, detail oriented, and time management skills
- Proven ability to work independently, effectively as an individual and part of the team.
- Excellent knowledge of computer systems.
- Reliable transportation required proof of current and valid CA insurance and a clean DMV record.
- Willingness to be flexible with work schedule. Some evenings and weekends may be required.

**Notice:** This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. SFHDC reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

**The San Francisco Housing Development Corporation  
is an Equal Opportunity Employer/Drug Free Workplace**

**If interested, please submit resume and cover letter to:**

**[sychr@sfhdc.org](mailto:sychr@sfhdc.org)**

**by June 14, 2016**

**Please no telephone calls, personal emails, or unannounced visits.**