



Job Title: Resident Services Connector
Status/Classification: Full-time, Non-exempt
Supervisor(s): Resident Services Manager(s)
Salary Range:

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 public housing sites that have or will transfer to private management, undergoing renovation through the Rental Assistance Demonstration Program ("RAD") and senior residents (55+ years) of a public housing site. The housing and offices are located in the Bayview Hunters Point area of San Francisco. The Resident Services Coordinator will provide residents with referrals, assist residents in accessing community resources, and empower residents by locating and/or initiating enrichment services on and off- site. The overarching goal of the position is to help establish goals with residents 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 health services, senior living and other targeted service (s).
- Assess client needs and establish individualized service plans; provide direct counseling on setting and achieving goals; 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.

- Plan and coordinate recreational, cultural, community building and social activities and/or events in coordination with property operations staff and residents, as needed. Act as a liaison, case coordinator and or client advocate with the various agencies providing the targeted service(s).
- Lead weekly or monthly groups that support residential needs, including but not limited to life skills activities and workshops. Conduct regular community meetings.
- Maintain client files, including various monthly reports; assist in data entry regarding client demographics, goals, activities and outcomes.
- Collect required data for all programming offered, record data in the database (Salesforce) and submit reports in an accurate and timely manner. Maintain all reporting requirements set by funding and/or governmental agencies.
- Participate in continuing meetings with HUD and other local and government agencies.
- 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 Director of Supportive Services and Resident Engagement regarding program evaluation and modification to better meet resident's needs, community needs, funding requirements and agency mission.
- Other duties as assigned by the Director of Supportive Services and Resident Engagement.

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.
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- Bachelors Degree in Social Work or related field required (Masters Degree preferred).
- Bilingual (any of the following: Mandarin, Cantonese) preferred
- Ability to maintain accurate client files and impeccable documentation.
- Excellent written and oral communication skills.
- Strong organizational, detail oriented, and time management skills
- Proven ability to work independently, effectively as an individual and part of the team (this position's supervisor is off site, requiring weekly supervision meetings).
- 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 schedules. 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 any time with or without notice.

To Apply: Please send a cover letter, resume and Employment Application to jobs@sfhdc.org. The Employment Application may be found at <http://sfhdc.org/careers/>

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