

TENANT SOCIAL SERVICES COORDINATOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible professional tenant services work within the CDA Housing Operations Unit of the Department of Planning & Community & Economic Development. Employees provide diverse tenant services to include: direct services (e.g. short-term case management, assistance and information on inter-personal problem resolution, safety education/information, etc.) and crisis intervention; community agency liaison and referral; and general assistance related to housing management considerations. The work includes tenant education and community engagement, identifying and addressing tenant and building safety concerns, as well as property management support. Under the general supervision of a Housing Site Manager, employees must exercise judgment, tact and discretion in providing tenant services.

Examples of Duties and Responsibilities:

Provide direct services to tenants, such as short-term case management, monitor service provision, coordinate/facilitate and follow through/monitor outcomes of referrals. Provide crisis intervention including suicide risk assessments, and liaison with Journey Mental Health Center (JMHC) Emergency Services Unit (ESU).

Provide information to tenants on related policies, procedures, and CDA services and standards. Develop and implement related informational programming.

Work closely with service providers and make recommendations to Site Management related to suitability for CDA housing. Assess tenant problems and issues and refer, as appropriate. Coordinate and facilitate related interaction and advocate for tenants as appropriate to help them retain their housing. Assist tenants in finding alternative housing when appropriate.

Continual contact with current tenants. Provide ongoing support, and create and maintain a close working relationships with tenants related to their continued residency with CDA.

Participate in the development and implementation of special tenant services initiatives. Promote tenant/community engagement.

Develop and implement safety/security related informational programming, such as crime prevention and safety education to tenants (first aid training, bike/pedestrian safety, personal safety, fire safety, identity theft prevention, etc.)

Monitor and secure assigned areas for tenant safety and well-being. Observe behavior and confront tenants, guests/visitors, and unauthorized visitors to stop unauthorized/prohibited activities or actions. Diffuse potentially volatile situations. Mediate disputes among tenants and address noise complaints. Educate tenants on appropriate behaviors. Provide assistance and information on inter-personal problem resolution, mediation and conflict resolution.

Enforce lease requirements, facility rules and policies. Perform parking enforcement activities. Prepare daily reports. Document lease, rule and policy violations.

Participate in housing management activities. Create and maintain tenant contact information database. Serve or deliver notices and tenant communications as prepared by property management.

Testify in court as required

Perform related work as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of housing programs and regulations as they relate to elderly, disabled, and low income populations. Working knowledge of related social service programs associated with the elderly, disabled, and low-income populations. Working knowledge of mental health services available in the community. Working knowledge of Fair Housing laws. Working knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of security principles and practices. Knowledge of practices and procedures for interacting with difficult people and difficult situations. Ability to assess tenant service needs and assist and/or refer to professionals as appropriate. Ability to provide crisis intervention services. Ability to participate in the general administration of housing programs, and the development of resources. Ability to communicate effectively both orally and in writing. Ability to give clear and appropriate directions. Ability to develop and maintain effective tenant relations with low income populations served including elderly, disabled and people of color. Ability to interact courteously, effectively, respectfully and assertively with people of various ages, socioeconomic and cultural and ethnic groups. Ability to educate, problem solve and provide support to tenants. Ability to recognize and summon help quickly for low-level misdemeanor or criminal activity, psychiatric and medical emergencies. Ability to enforce site rules and policies. Ability to successfully work with multicultural populations. Ability to maintain effective working relationships. Ability to show empathy and compassion in difficult situations. Ability to interact tactfully and firmly with potentially hostile individuals. Ability to manage or diffuse potentially volatile situations. Ability to observe events and factually report and record them. Ability to maintain confidentiality. Ability to work independently and make good judgements. Ability to rapidly climb stairs and think clearly and act appropriately in an emergency. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Two years of experience providing directly related services to low income individuals and families involving considerable emphasis on the development and provision of educational programming and other direct services related to personal and community safety, community engagement and community organization/development (e.g.;

independent living skills, providing consultation and assistance in the resolution of interpersonal disputes, mental illness, alcoholism and substance abuse, finances, and crisis intervention). Such experience would normally be supplemented by a Bachelor's Degree in Social Work, Counseling, Psychology, Sociology, or other related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid driver's license or the ability to meet the transportation requirements of this position.

Physical Requirements:

The incumbent will be expected to physically access all areas of the site in order to monitor safety and security. Incumbents must be able to stand for extended periods of time, walk rounds, climb stairs, and move rapidly, including up and down stairs in an emergency situation. This position requires some work outdoors in all types of weather at various times of day and night while walking and standing. Incumbents will be expected to intervene with tenants, guests and visitors who are disruptive or behaving inappropriately.

Working Conditions:

Ability to perform work in an office environment and to meet with tenants in their apartments of various conditions. May require work in unsanitary environments where exposure to dirt, dust, and second hand smoke may occur.

Department/Division	Comp. Group	Range
CDA-Housing	18	04

Approved:

Erin Hillson
Human Resources Director

Date