

## **TWIN PINES HOUSING**

**Our mission is to increase access to quality housing and supportive services to meet the pressing and long-term needs of the Upper Valley community.**

Position Description: RESIDENT SERVICES COORDINATOR

Duties:

To assist the Director of Support Services specifically, and the Property Management team in general, in supporting Twin Pines' residents and leaseholders; to coordinate integrated efforts of Twin Pines and the agencies referring households; to provide additional support as assigned from time to time to other households in Twin Pines' portfolio; to provide general administrative support. This is a full-time position and includes benefits.

General Supportive Services

- Attend lease signings, prepare and present TPH Welcome Packets.
- Advocate for residents when appropriate; advocate for Twin Pines when appropriate.
- Staff existing / help develop new programs of interest to residents and approved by Twin Pines.
- Offer residents, Property Management, and referring agencies support to design and implement Lease Addendums and other plans focused on housing stability and life goals.
- Complete all necessary client- or program-related documentation in a timely manner, including, but not limited to the following: household verification documents, discount programs, etc.
- Attend scheduled and emergency meetings and represent Twin Pines Housing as assigned by Director.
- Attend professional conferences as requested and complete assigned trainings.
- Serve in Twin Pines' on-call weekend rotation.
- Other shared office or community tasks including producing and distributing resident newsletter(s) and survey(s), performing general office duties (covering the telephone, copying, receiving and recording rent payments, helping walk-ins seeking information, etc.).
- Other duties as assigned.

Physical Requirements: Ability to access all company sites, buildings, apartments and facilities.

Preferred qualifications:

- B.A. in human services or related field, or equivalent work experience
- Two years' experience working with families in crisis
- Basic familiarity with Microsoft Office Suite including Word, Publisher, Excel

Additional skills:

- Familiarity with ACES and trauma informed practices
- Ability to be a strong advocate simultaneously for the resident and the company.
- Ability to work well in teams within the company and within the community
- Good organizational and communication skills.
- Demonstrated ability to protect resident privacy/maintain confidential information.
- Good sense of humor, ability to adapt to schedule changes, creative, willing to learn.
- Reliable vehicle, valid driver's license, vehicle registration, and insurance.

Status: The resident services coordinator is regular, fulltime, includes benefits.

Supervision: The position is supervised by the Director of Supportive Services