



## Resident Service Coordinator

The Grand Forks Housing Authority has an opening for an enthusiastic and creative individual to monitor and coordinate services for residents of two Section 8 housing properties. This is a full-time, 40 hour per week position. The hours are typically 8:00 AM to 5:00 PM, Monday through Friday, with some opportunities for evening or weekend work.

The successful, self-motivated candidate will have strong interpersonal skills and be willing to work with residents to make a positive impact on their lives and the community. The Resident Service Coordinator works directly with families, children, and adults to provide referrals. Regular contact with residents is a necessity as well as the development and maintenance of relationships with service providers in the community.

Specific responsibilities include:

- Interviewing, assessing, and engaging with residents, community agencies, and service providers to build rapport and promote collaboration;
- Identifying need, coordinating services, and providing referrals to tenants;
- Developing and administering programs to meet residents needs including an after school program and summer youth programming;
- Mediating resident interactions and performing conflict resolution as necessary;
- Maintaining progress notes and other pertinent information electronically;
- Strictly following confidentiality obligations and requirements;
- Attending agency meetings and preparing monthly and annual reports;
- Identifying and participating in committees and organizations pertinent to the population in the facility;
- Using computer systems to retrieve and document information as necessary (primarily Yardi, G Suite, and AASC Online);
- Developing and maintaining a working relationship with property management, maintenance, administrative and support staff, and outside agencies to provide support and advocate for tenants.

Preferred qualifications include:

- A BSW and ND social work license, or a Bachelor's Degree in a related field such as counseling, psychology, sociology, or other Bachelor's level education with appropriate experience in the delivery of human services.
- Experience working with diverse populations.
- Problem solving and advocacy abilities. Knowledge of agencies in Grand Forks area serving low-income, elderly, disabled, or New American populations.
- Knowledge of eligibility and procedures of federal and state entitlement programs.

- Knowledge of legal complications and liability issues related to the provision of service coordination.

Minimum Qualifications:

- Bachelor's Degree in related field with 6 months human service experience (can include internships)

OR

At least two years experience working with low-income programs and populations, plus at least two years of related training in the field.

- Strong self-management and organizational skills.
- Ability to handle difficult, sensitive, and confidential issues with residents and staff.
- Computer proficiency in office software, Internet, & e-mail. Ability to learn and use additional web or software tools. Must type 30-40 WPM.
- Excellent communication and customer service skills. Ability to meet and work with diverse populations.

Professional development is strongly encouraged and the position offers a number of opportunities for training and career enhancement at conferences and trainings.

The position offers full benefits including health, dental, life and vision insurance as well as sick and annual leave, retirement, and a medical Flex spending plan.

Applicants must have a valid driver's license and access to transportation.

*Interested parties should submit a cover letter and resume to Dan Bussian at [dbussian@thegfha.org](mailto:dbussian@thegfha.org). Applications will be reviewed with the intent of filling the position as quickly as possible.*

**Pay Grade: 28**

**Starting Wage: \$14.90/Hour or DOE**