



Resident Support Coordinator

Reports To: Senior Housing Manager & Senior Community Development Manager
FLSA Status: Full time - Hourly
Compensation Range: \$65,000 - \$70,000

How to Apply: Applications will be accepted until position is filled. **Please submit your resume (and cover letter-optional).** Only complete applications will be considered.

SCIDpda Mission: Seattle Chinatown International District Preservation and Development Authority (SCIDpda), a 50-year-old community development organization, serves one of the city's most diverse neighborhoods. Its mission is to preserve, promote, and develop the Chinatown International District (CID) as a vibrant community and unique ethnic neighborhood. SCIDpda has been recognized locally and nationally for its innovation in three program areas: property operations, real estate development, and community economic development and engagement. SCIDpda currently has 50 culturally competent staff, many whom speak a language other than English, which enables them to interact with our community. Our staff have a deep love for the Chinatown International District, and understand the importance of our organization in serving the district.

General Nature & Scope: The Resident Support Coordinator (RSC) reports to the Senior Community Development Manager (20%) and Senior Housing Manager (80%) and is part of the Property Management Team. The RSC will work with Community Initiatives staff to support SCIDpda's neighborhood-wide activities. A majority of the RSC's time will be spent working with the housing team to ensure the needs of SCIDpda residents are being served. The role ensures that our properties are a platform to meet our mission and values through community building, behavioral health supports, and meeting basic needs.

Essential Duties:

1. Behavioral Health & Property Management Supports

- Identify and coordinate case management elements that will be provided by case managers from outside provider organizations.
- Intervene in crises and assist with building rule enforcement and lease compliance as necessary.
- Provide information and referral services to residents as needed.
- Provide education and support for residents to ensure success as leaseholders.
- In collaboration with residents, building manager, and their treatment team, develop and track the progress of a housing stability plan.
- Assist with unit inspection preparation in collaboration with the treatment team.
- Regularly review and modify participating resident's housing stability plan to address housing retention barriers, and report progress to appropriate property management staff.
- Assist with accessing supports to assist with housing stability.
- Assist with facilitating communication between building managers and residents.
- Document resident interactions appropriately.
- Advocate for residents' access to community resources and services, ensuring that residents' needs are met and rights maintained; consult and collaborate with external community providers to ensure continuity of care.

2. Community/Neighborhood-wide Initiatives

- Support outreach and engagement efforts to residents in conjunction with CI Staff
- Elevate resident livability issues (ex. transportation, education, walkability) to CI staff and work with staff to troubleshoot solutions

3. Community Building, SCIDpda Resident Engagement, Basic Needs Coordination



- Facilitate engagement of residents through creative, resourceful strategies that build trust and confidence.
- Assist building manager to plan and implement community building events and activities at SCIDpda Buildings
- Assist in the creation, distribution, and completion of the Annual Residents Survey
- Assist housing team in understanding and responding to the needs of families with Seattle Public School students living in SCIDpda housing.

Supervisory Responsibilities: None

Knowledge, Skills, and Abilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated history of leadership both formal and informal, and across teams.
- Experience with working with adults who have experienced behavioral health, mental health, and substance abuse issues.
- Experience working with adults who have experienced homelessness.
- Experience working with individuals with limited English proficiency.
- Experience working with immigrant and refugee populations
- Knowledge of City of Seattle/regional behavioral health resources and how to obtain them.
- Experience using systems to organize, prioritize, and keep track of information and/or work in progress; maintains accurate and complete electronic and manual records; exhibits attention to detail; ability to multi-task in a high-pressure environment.
- Ability to analyze problems, identify alternative solutions, and implements recommendations; demonstrate critical, creative, and reflective thinking.
- Mental Health Professional status desirable, but not required.
- Ability to shift focus as necessary, manage multiple priorities, and be flexible.
- Proficiency in Windows-based computer programs (Microsoft Office); Yardi proficiency desirable.

Education & Experience: Any combination of experience and training that would likely provide the required knowledge, skills and abilities will be considered.

- Bachelor's degree required.
- Area of study in social work and behavioral health highly desirable, work experience may be substituted for field of study.

Licenses or Certificates: none

Physical Demands / Working Conditions: The physical demands here are representative of those that must be met by an employee in a business office environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Work is performed in an office environment with a low noise volume. While performing the duties of this job, the employee is frequently required to read, speak, stand, walk, sit and use a computer keyboard and monitor.
- Position may require occasional travel between residential buildings within the Chinatown-International District

Benefits (according to working hours):



- Employer paid Medical, Dental and Vision Insurance
- Employer paid Group Life and Disability Insurance
- Retirement Plan
- Generous PTO Package
- Cell phone stipend
- FSA
- Bonus
- Flexible Working Schedule, Hybrid Opportunity

This position description generally describes the principle functions of the position, the level of knowledge and skills typically required, and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

Employee Signature

Date