



#### Resident Services Coordinator

**Reports To:** Resident Services Manager

**FLSA Status:** Full time – Hourly

**Compensation Range:** \$52,000-\$62,000 DOE

**Work Location:** Hybrid (2 to 3 days in office and the remainder from home)

**How to apply:** See instructions on last page

**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 Services Coordinator (RSC) will report to and work closely with the Resident Services Manager (RSM). The RSC will also work with Community Initiatives staff to support SCIDpda's neighborhood-wide activities. Most of the RSC's time will be spent working with the housing team to ensure the needs of SCIDpda residents are being served. Position activities and goals are dependent on resident and community needs and feedback. 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

- Collaborate with and maintain connection to external and community-based organizations and service providers to coordinate care for mutual clients.
- Intervene in crises as appropriate and maintain and reflect on boundaries.
- Surface understanding for residents around the importance of stable housing and what the implications are for them and their surrounding community when they do not respect the terms of their lease.
- Provide information and referral services to residents as needed.
- Provide education and support for residents to ensure success as leaseholders.
- In collaboration with residents, develop and track the progress of their housing stability plan as needed. Regularly review and modify participating resident's housing stability plan to address housing retention barriers, and report progress and effort to appropriate property management staff.
- Assist residents with unit inspection preparation as necessary (i.e. pest control and/or hoarding behaviors).
- Assist residents to access support and resources to promote housing stability.
- Facilitate understanding and bridge connection between building managers and residents when there is a need.

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- Document resident interactions in an accurate and timely manner.
- 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
- Elevate resident livability issues and community-specific contextual struggles and barriers to our external service providers and community-based organizations.

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

- Facilitate engagement of residents through creative, resourceful strategies that build trust and confidence.
- Assist Resident Services Manager to plan and implement community building events and activities at all 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 buildings

### 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 use 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 implement recommendations; demonstrate critical, creative, and reflective thinking.
- Ability to shift focus as necessary, manage multiple priorities, and be adaptive.
- Proficiency in Windows-based computer programs (Microsoft Office Suite); Yardi and AGENCY proficiency extremely desirable.
- Competency in written and verbal Cantonese, Mandarin, or Vietnamese a plus

**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. Work experience may be substituted for degree.
- 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 accommodation 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

**How to Apply:** Please email your resume and cover letter (PDF only) to Resident Services Manager Jade Yan: [jadey@scidpda.org](mailto:jadey@scidpda.org). Please title the email "Resident Services Coordinator Application - [First and Last Name]". Cover letter should be no more than one page, single-spaced, and address the following prompts:

- Please describe 2-3 values which drive your work and how those align with SCIDpda's mission.
- How do you approach working with clients in a variety of settings? What is your personal philosophy regarding client care and support?
- Share an example of a complex case you managed. What strategies did you use to address and advocate for the client's needs, what barriers or surprises did you face, if any, and how did you collaborate with other organizations or professionals?

Applications deadline is 9:00 AM PST on Friday, September 27, 2024. Only complete applications will be considered.