



POSTITION TITLE: Services Coordinator	REPORTS TO: Regional Director
DEPARTMENT: Services	FLSA STATUS: Non-exempt

Triple C Housing, Inc. is a 501c3 community housing development organization (CHDO) focused on expanding affordable housing opportunities complimented by supportive services to individuals, families and veterans impacted by a disability, who are experiencing homelessness or long term hospitalization. The supportive services are provided in the home and community at large, and focus on wellness and recovery to achieve positive outcomes in overall health, self-sufficiency and housing stability. Services are flexible and strengths based to meet the unique needs of persons served and are established collaboratively with each service recipient. For over 41 years, Triple C Housing has supported the most vulnerable individuals and families to break the cycle of homelessness or institutionalization by developing high quality affordable housing and providing exceptional care. Triple C Housing is a well-founded, grass-roots organization that has helped to make the dream of living independently with dignity become a reality for those they serve throughout Middlesex, Monmouth and Ocean counties.

**EXPECTATIONS**

Understand and follow Triple C Housing’s Compliance Plan, employee handbook, policies, procedures and rules, and its mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment to our community, accountability and ownership.

**OVERVIEW**

The General Service Coordinator (GSC) in consultation with the Property Manager, works closely with the residents create a sense of community at the development(s), while building links to the broader community and community agencies. To accomplish this the SC will provide oversight and coordination of resident health and wellness activities for the assigned development(s). More specific activities may be stipulated under the Memorandum of Understanding with the developer but at a minimum general services will include health and wellness programming and financial literacy. Minor case management services may also be required for residents who require more assistance that this programming can provide. The SC will also be responsible for linkages to local resources including job fairs, municipal support, food pantry, educational programs, etc. to enrich the lives of individuals and families at the development(s).

To coordinate these linkages, the SC will conduct a needs assessment for the residents of the development(s). The developer may also have preferences to serve certain populations, such as Veterans, homeless individuals, domestic violence survivors, etc. The SC must be flexible in connecting with resources that are more specific to the needs of the populations served. The SC should also be able to identify those residents that may have more special needs than what is provided in general services above and should be comfortable making a referral to Triple C’s Community Support Services or alternative Community Support Services agencies outside of Triple C’s catchment area for more appropriate service delivery that best meets their level of care.

If community space exists at the development(s), the SC may work with community partners to provide programming to the residents on-site. Since there are properties that receive Generic Supportive Services that are not located in a communal building structure, programming may have to occur at alternative locations. To fulfill these duties, the SC needs to be flexible in traveling throughout multiple NJ Counties and should be prepared to work some nights and weekends as required for planned programs.

## **RESPONSIBILITIES**

- Assists in Wellness Program components, including but not limited to: Fitness, Nutrition, Mental Health supports, Physical Therapy and Occupational Therapy, Meals on Wheels, Food Security Programs, Home Healthcare, Cultural Arts and Diversity programming, computer learning, socialization and other programming specific to the residential community. Completes monthly reports on programming and activities, families outreached, and posts calendars and newsletters.
- Prepares and submits all required, monthly, annual and semi-annual supportive services reports to funders when required, and serves as the liaison for support services during all audits.
- Assists with the start-up activities necessary to establish the general services at the specific development(s).
- Conducts general assessments of resident/family needs (i.e. self-sufficiency and wellness) to guide referrals and may coordinate onsite or external programming.
- Develops programming that addresses self-sufficiency issues such as Financial Literacy programming (Money Management/Budgeting), Rent-Arrears resources, housing stability resources, Parenting skills/support and connections to childcare and resources, Job Readiness, Nutrition & Fitness, and Youth activities/engagement, or any other specific requirements as per individual MOU's, etc.
- Develops partnerships with community agencies and resources to provide low-income individuals with linkages they need such as food pantry, personal belongings, housing needs, etc.
- Obtains and vets referrals from community based housing authorities to fill vacant special needs units within properties.
- Works directly with Property Manager to educate and connect residents with resources to address recurring lease violations including late rent, housekeeping, hoarding, noise complaints, illegal activity and issues with unauthorized occupants.
- Assesses and recommends solutions to resolve resident issues impacting their personal life, health and well-being, and refers residents to suitable community services, resources and Entitlement Programs as appropriate.
- Foster an active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, residents, communities and outreach programs.
- Meets with the Resident Block/Neighborhood Watch representatives (if applicable) on a regular basis to review site issues and review any coordinated efforts to boost safety and security in coordination with the Property Manager.
- Performs monthly wellness check on non-Triple C consumers who are receiving generic supportive services
- Tracks budget of each program site, spending, collaborate with fiscal department to ensure spending is allocated and tracked appropriately.
- Engagement with tenants, residents, and community members to build rapport and promote effective communication strategies
- Collaborates with Resident/Tenant Council organizations (if applicable) to increase community participation and welcome new residents to the campus.
- Enforces and adheres to company policies, rules and regulations, and preserves and respects resident confidentiality.

## **KNOWLEDGE/SKILLS/ABILITIES**

- Well-rounded background in planning and coordination of activities and customer service. Exposure to mental health, addictions, family issues, multicultural issues, elderly and veteran's issues and resources preferred.
- Strong communication skills, both written and verbal, as well as, the ability to exercise critical thinking skills, exercising sound judgment. Experience with creating marketing materials highly desired.
- Ability to work with diverse populations, promoting cultural diversity and professionalism.
- Organized and detail oriented with good time management skills.
- Knowledge of entitlement benefits systems preferred.
- Knowledge of Microsoft Office and ability to navigate technology.
- Ability to work independently and as part of a team; and community organizations.
- Ability to operate a motor vehicle (car/minivan) safely, practicing defensive driving techniques.

### **REQUIRMENTS**

- Bachelor's degree in business with exposure to Social Services preferred.
- Three to five years' experience developing and implementing client or residential programs with a proven track record in networking and building partnerships.
- Experience with community organizing and event planning preferred.
- Experience working with low-income families and individuals/families with special needs and/or disabilities in a Multi-Family or senior housing environment, or a private, non-profit social service organization desirable.
- Strong documentation and report writing experience necessary as well as proficiency in Microsoft Office Suite and other platforms.
- Ability to read, write and speak English language; bilingual is a plus.
- Valid New Jersey Driver's License.

### **PHYSICAL REQUIRMENTS**

- Use of standard office equipment (telephone, fax, computer, copier, etc.).
- Moderate physical effort to assist consumer in home environment with daily living activities as needed.
- Ability to walk, stand, sit, stoop, bend, lift, turn, drive, and exercise ability in order to effectively perform job.
- Ability to operate a motor vehicle safely (car/minivan), using defensive driving techniques compliant with Agency policy.

### **BENEFITS**

Depending on the development(s) served, this position could be part-time or full-time. Full-time staff of Triple C are entitled to the following benefits:

- 401(k)
- 401(k) Match
- Dental Insurance
- Vision Insurance
- Health Insurance
- Life Insurance

- Paid Time Off

Schedule:

- Monday to Friday with some evenings and weekends required based on programming.

Print Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

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