



**Job Description – Resident Services Coordinator**

<b>Job Title</b>	RESIDENT SERVICES COORDINATOR	<b>Department:</b>	RESIDENT SERVICES
<b>Reports To</b>	DIRECTOR OF PM / RESIDENT SERVICES	<b>Salary Range :</b>	BASED ON EXPERIENCE \$20.50 - \$23.00
<b>FLSA</b>	NON-EXEMPT	<b>Revision Date:</b>	01/11/2022

**ABOUT PCRI**

Portland Community Reinvestment Initiatives, Inc. is a non-profit community development corporation with a mission “to preserve, expand and manage affordable housing in the City of Portland and provide access to and advocacy for services to our residents”. With over 800 units of affordable housing, PCRI’s unique mix of single-family homes, small multi-plexes and community apartments represents one of the last stable opportunities for low-income households to remain in their vibrant Portland neighborhoods. These homes and apartments are woven into the fabric of their neighborhoods and are a model for eliminating concentrations of poverty.

To accomplish PCRI’s goal of addressing involuntary displacement, PCRI established a displacement mitigation initiative, Pathway 1000, with the sole purpose and intent of slowing and reversing the involuntary displacement of long term residents previously forced to move from N/NE Portland, and current residents at risk of displacement. Through the Pathway 1000 initiative, PCRI aims to build and create at least 1,000 homes, many of which will be available to purchase. The homes will be located throughout the city of Portland, with the primary focus on the N/NE Portland neighborhoods where displaced families previously resided.

**POSITION SUMMARY:**

The Resident Services Coordinator provides support to a diverse group of residents living in Multi-Family Community Apartment Building & other PCRI affordable housing sites. The Resident Services Coordinator will work with residents, property managers and Director of Department to provide services to residents while promoting self-sufficiency. This position requires a motivated and resourceful individual who is sensitive to resident needs; has excellent service coordination, team building, and group facilitation skills; and can thrive in a relatively independent environment working with a multidisciplinary team.

**ESSENTIAL FUNCTIONS:**

Include some or all of the following. Other duties and responsibilities may be assigned.

- Coordinate the day to day operation of the community center.
- Work directly with residents to understand their and their family's needs and wants and work towards achieving their goals. Conduct on-site resident meetings and distribute surveys on an annual basis to ensure services provided meet resident needs.
- Facilitate and coordinate services, programs and activities identified by residents.
- Provide opportunities for residents to learn new skills, build community and promote self-sufficiency.
- Develop supportive relationships with residents and conduct outreach to encourage participation in resident programs.
- Establish connections with service providers and maintain community resource guide.
- Provide information, assistance, and referrals; advocate for residents when necessary.
- Coordinate social and educational activities (e.g. celebrations, classes).
- Accurately prepare and maintain monthly activity reports as well as budgets, program files, and other documents as required.
- Create monthly newsletters and calendar of events and activities.
- Maintain relationships with property managers and residents. Assist Property Managers in daily activities.
- Assist with recruiting and coordinating volunteers and vendors as needed.
- Attend department and company meetings, trainings, etc.
- Maintain resident confidentiality and mutually respectful relationships.
- Assist with other duties as assigned.

**JOB SCOPE:**

The Resident Services Coordinator reports to the Director of Property Management and Residents Services. This full-time position at 40 hrs. per week; current hours are 8:30-5:00 Monday – Friday. Occasional evening or weekend hours required. The Resident Services Coordinator will connect residents with needed services in the community in order to assist them in maintaining their housing and quality of life. This position also works to enhance the sense of community and pride at the complex.

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's degree or equivalent work experience in social science, education, psychology or relevant field.
- Experience in facilitating and coordinating youth activities, working with families & low-income residents.
- Experience with community outreach and organizing; experience working with diverse populations (particularly low-income communities and communities of color).
- Excellent communication, public speaking, and presentation skills.
- Proficient with Microsoft Office Suite.
- Knowledge of another language is a plus.

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:**

General office equipment

Bilingual English/Spanish preferred

Ability to work with diverse clientele

Knowledge of N/NE Portland area and social services

**SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

**COMPENSATION / BENEFITS:**

Salary is commensurate with qualifications and experience. PCRI provides a generous benefits package that includes 10 days of paid Vacation after the completion of one year of employment that increase over time to 20 paid days. In addition to paid vacation, PCRI's annual benefits package includes 9 days of paid Sick Leave and 3 days of paid Personal Time Off, 11 paid holidays, employer-paid health coverage (medical, dental, vision) that requires a contribution for employee if dependents added to plan, Long Term Disability Insurance, 403(B) employer match contribution of up to 3% of employee's annual salary. Voluntary benefits include: Life Insurance, Short Term Disability insurance, critical and accidental insurance.

**WORK ENVIRONMENT:**

PCRI is a fast-paced, highly engaged work environment. We strive to communicate effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds. We actively seek opportunities for professional development for our staff and promote a willingness to change for continual improvement.

PCRI is an EEO employer committed to the inclusion of all people in our workplace and programs.

Undergoing and passing a pre-employment criminal background, drug test and physical exam is required.

**REASONABLE ACCOMMODATIONS:**

To perform this job successfully, an individual must be able perform each essential function and the physical demands satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**APPLICATION PROCESS:**

Interested candidates should submit a resume and a cover letter addressing qualifications for the position, to the attention of Tamara Trofimenko, HR Manager. PCRI, 6329 NE Martin Luther King Jr. Blvd, Portland, Oregon, 97211, by email at [jobs@pcrihome.org](mailto:jobs@pcrihome.org), or fax to (503) 943-2844. This position is open until filled. Please note that only those candidates selected for an interview will be contacted.