Catholic Charities

Resident Services Coordinator – North Portland
Resident Services Program
Part-Time (22 hours/week) Non-exempt
Reports to: Resident Services Supervisor

AGENCY OVERVIEW: Through the principles of Catholic Social Teaching, Catholic Charities of Oregon achieves lasting solutions to poverty and injustice by partnering with clients to meet their economic and educational goals, and to support their physical and social well-being. Catholic Charities is the official domestic relief agency of the Archdiocese of Portland in Oregon.

POSITION SUMMARY:
Resident Services Coordinators plan, coordinate and provide services to support residents, build community, and offer social and educational programs to improve the stability, quality of community life, and wellness of individuals and families. Duties are site-based, vary with site needs, and may include, for example, to assess the needs of individuals and households in order to provide referrals to community service providers and partners; to provide ongoing case coordination and resident communications; to collaborate with site management staff, property managers and other staff to ensure that services are coordinated effectively and consistently; to respond to and intervene in resident problems and crises; and to create and implement resident initiatives designed to promote inclusion in the development of communities.

This Resident Service Coordinator position will provide services at a 54-unit affordable family property in North Portland and may be cross-trained to provide backup Resident Services at other buildings.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Identify resident needs; carry out services, programs, and activities for residents; work in partnership with other community resources and agencies; facilitate connections between volunteers, services, and residents; orient new residents to available services.
- Foster and promote positive relationships with residents.
- Provide information and referral services to residents for resources in Multnomah county.
- Follow up with residents on notices issued by property management; assist residents in understanding the details, potential implications, and opportunities to resolve notices; and report outcomes.
- Create, distribute, and post a monthly newsletter and calendar of events & services for residents.
- Offer appropriate group activities for residents. Activities may include classes, presentations, or social activities. Coordinate group activities with on-site property manager.
- Schedule regular Energy Assistance application outreach days.
- Enter basic intake information into agency database, for every resident. Maintain daily entry of resident contacts, service requests and their disposition, as well as referrals.
- Maintain library of Multnomah County information and referral resources, including community groups, neighborhood-based organizations, and agencies providing social services.
- Act as advocate as needed between residents and other service providers.
- Recruit, train and supervise volunteers to provide one time only or ongoing support/assistance to residents. Track volunteer hours.
- Connect residents with food resources, such as operating a food pantry or partnering with other organizations to bring in food resources.
- Assist residents with applications for housing or benefits.
- Participate in trainings and coordination meetings as requested by Supervisor.

- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- Bachelor's degree in human services, social services or equivalent lived / worked experience required. Equivalent combination of education and experience which provides the knowledge, skills, and abilities required to perform the duties as described.
- At least 2 years of directly related Social Services experience (this may include information and referral, social work, outreach, education, policy practice, advocacy, and/or experience working with under-served / under-represented populations).
- Experience in developing and providing populations specific programming for residents, preferred.
- Experience working with survivors of domestic violence; completion of 40-hour Domestic Violence Advocacy training strongly preferred.
- Ability to lift up to 40 pounds.
- Knowledge and/or experience with community resources for low-income individuals and families including: OHP, WIC, SNAP, TANF, Head Start, as well as housing, health, mental health, addictions and domestic violence resources.
- Ability to communicate concisely and effectively, both verbally and in writing in Spanish and English, preferred.
- Successful experience working with ethnic, racial, economic, and sexually diverse populations and persons who have experienced homelessness and/or persons with a mental illness and/or substance addiction.
- Respect for cultural diversity, religion, and experience and a commitment to racial and social justice.
- Lived experience of systemic oppression and non-dominant cultures. We encourage applications from Black, Indigenous, and other people of color; transgender, non-binary, and other LGBTQIA2S+ people; as well as differently abled people, preferred
- Ability to effectively work with standard office programs including Word, Excel, Outlook, Microsoft Teams and PowerPoint.
- Demonstrated judgment and discretion in dealing with confidential matters.
- Commitment to Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- Ability to lift up to 40 pounds.
- Travel between sites in Portland required. Must have driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required.

COMPENSATION: Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 12 paid holidays, retirement plan, free parking and more.

TO APPLY: Please submit your cover letter and resume at:
https://catholiccharitiesoregon.applicantpro.com/jobs/

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