



Resident Services Coordinator- Senior & Disability Services

Supportive Services Program

Part-Time (32hours/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.

PROGRAM OVERVIEW:

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.

POSITION SUMMARY:

Catholic Charities of Oregon (CCO) provides culturally responsive services for people ages 55+ and those with disabilities at all our affordable housing complexes. In four of our buildings, all or most of the residents are either 55+ or have a disabling condition.

The Senior & Disabled Services Coordinator is a part of CCO's resident services team, with a primary focus on supporting the residents at Sacred Heart Villa, a 69-unit property, in southeast Portland. They will lead specialized programming for older adults and people with disabilities. This includes coordinating with community providers and building community partnerships to support senior/disabled services, as well as program development and implementation. Typical tasks include providing resource and referral information, organizing community building activities, tracking outcomes and compiling reports, and supporting volunteers and agency interns.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Identify resident needs and develop services, programs, and activities for them.
- Develop partnerships with other community resources and agencies to support senior and disabled services, including program development, coordination and services/activities that can be delivered across multiple sites.

- Promote wellness activities for all residents; develop relevant educational programs, as well as group activities such as classes, presentations, or social activities. Create and post a monthly calendar of events and services.
- Foster and promote positive relationships with the residents; act as an approachable and engaging on-site presence with the residents.
- Educate residents and staff on available community resources; assist and advise residents of the services which may be necessary to maintain their health and housing.
- Provide information and referral services; assist residents with paperwork for housing or benefits.
- Act as advocate as needed between residents, property management and other service providers; may negotiate on behalf of residents for adequate, timely and cost-effective provision of services.
- Provide limited case management (i.e., evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community.
- Report all suspected abuse situations to the appropriate agency.
- Manage building volunteer programs. Recruit, train and supervise volunteers, from residents or the community, to provide one time or ongoing support/assistance to residents, such as volunteer yoga instructors, food pantry assistants, cooking classes, etc. Track and report volunteer hours.
- Work with Catholic Charities' Financial Wellness Program to conduct workshops and programming designed to reduce dependence on systems, reduce the need for emergency assistance and improve residents' financial health.
- Enter resident data into client database, including contacts, referrals, service requests and result; provide data or reports as needed for funders.
- Work with Resident Services Supervisor to annually update building Resident Services Plans.
- Participate in trainings and meetings as requested by the Supervisor.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- Bachelor's degree in human services or equivalent lived and/or worked experience required.
- Minimum 2 years of experience developing and providing population-specific programming for older adults or adults with disabilities required.
- 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).
- Ability to communicate concisely and effectively, both verbally and in writing in Spanish and English.
- Demonstrated working knowledge of community services in the region for low-income individuals, seniors and people with disabilities including: OHP, SNAP, SSI, as well as housing, health, mental health, addictions, and domestic violence resources. Good communication, writing, problem solving and organizational skills in addition to strong advocacy capabilities; ability to effectively communicate with upset individuals.

- Demonstrated competency working with people from diverse cultures. Ability to assess and treat clients in a culturally competent manner.
- Ability to effectively work with standard office programs including Word, Excel, Outlook, Microsoft Teams and PowerPoint.
- Demonstrate 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.
- Must be 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. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Ability to work a flexible schedule, which could include some evenings and weekends.
- Ability to lift 40 lbs. (verify with refugee services & social services/ rsc if this is enough)
- 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.

VACCINATION POLICY:

Catholic Charities of Oregon requires all employees to confirm they are fully vaccinated, or in the process of receiving the COVID-19 vaccination. Employees can submit the Oregon Health Authority (OHA) request for exception form for medical or religious accommodation. COVID-19 testing in lieu of being vaccinated or having an approved medical or religious exception is not an option.

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, 13 paid holidays, retirement plan, free parking and more.

TO APPLY: Submit your application, resume and cover letter at <https://catholiccharitiesoregon.applicantpro.com/jobs/>

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