**Service Coordinator**

**Job description**

Are you looking for a position that doesn’t feel like a job? Do you wish to make a difference in which your contributions directly impact agency operations and the quality of life of those you serve? Do you seek a vibrant, inclusive and diverse team environment that stirs your creativity? Then look no further:

Triple C Housing, Inc. (Triple C) 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 Service Coordinator (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 than 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, so 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 for appropriate assistance.

The SC may work with community partners to provide programming to the residents on-site in designated community space. To fulfill these duties, the SC needs to be flexible in traveling throughout multiple NJ Counties and should be prepared to work some evenings 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 (PT) and occupational therapy (OT), Meals on Wheels, Food Security Programs, Home Healthcare, Cultural Arts and Diversity programming, computer learning, socialization and other programming specific to the residential community. Compiles monthly data inclusive of scheduled programming and activities and families outreached and posts calendars and newsletters.
* Conducts general assessments of resident/family needs (self-sufficiency, wellness) to guide referrals and coordinate onsite programming.
* Develops programming that addresses self-sufficiency issues such as Financial Literacy programming (Money Management/Budgeting), Parenting skills/support and connections to childcare and resources, Job Readiness, Nutrition & Fitness, and Youth activities/engagement.
* Works directly with campus Property Manager to address and resolve lease compliance issues with residents including late rent, housekeeping, hoarding, noise complaints, illegal activity and issues with unauthorized occupants. The SC engages residents in addressing conflict resolution as it relates to lease compliance.
* For residents engaged in services, assesses and recommends solutions to resolve resident issues impacting resident's 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.
* Enforces and adheres to company policies, rules and regulations.
* Prepares Services Monthly Report and maintains documentation on marketing, outreach, activities and groups provided to the residents at the campus.
* Meets with the Resident Block/Neighborhood Watch representatives (if applicable) on a monthly basis to review site issues and review any coordinated efforts to boost safety and security in coordination with the campus Property Manager.
* Collaborates with Resident/Tenant Council organizations to increase community participation, welcoming new residents to the campus.
* Preserves and respects resident confidentiality.
* Community Programming Responsibilities: Updates monthly calendar and coordinates activities by leveraging resources, provides documentation that demonstrates participation levels in all program and activities, and maintains funding source requirements.
* Travel throughout multiple NJ Counties and works some evenings and weekends as required for planned programs.

**REQUIRMENTS**

* Bachelor’s degree in Social Services.
* 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; individuals with 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 technology platforms.
* Ability to read, write and speak English language; bilingual a plus.
* Ability to work evenings and weekends.

**COVID-19 Vaccine requirement: Per Executive Order No. 283 signed by Governor Murphy new hires in eligible settings are required to be fully vaccinated against COVID-19. This includes being up to date with booster, if eligible. This role falls under this executive order and new hires must meet this requirement.**

Full Time

$40,000/yr