



# CUMBERLAND HOUSING GROUP

## JOB DESCRIPTION

<b>Position Title:</b> Resident Service Coordinator	<b>Salary Grade:</b> 6
<b>Department:</b> Property Management Services	<b>FSLA Status:</b> Non-Exempt
<b>Reports To:</b> Department Director	<b>Last Reviewed:</b> 11/6/2025
<b>Positions Supervised:</b> None	

### General Description of Position

This is a full time semi-skilled position requiring the application of social skills and knowledge as well as extensive reporting requirements. Work includes, but is not limited to; work with residents of the Cumberland Housing Group communities to link them to needed services and trainings to provide a foundation to assist them in achieving economic self sufficiency.

### Position Duties and Responsibilities

The responsibilities of this position are as follows:

- Ability to assess the special needs of residents and identify possible solutions.
- Develop case plans which design interventions helping to ensure individualized services and support.
- Provide case management referring and linking the person to appropriate community resources and referral services for all eligible residents.
- Possess moderate knowledge of a variety of intervention (including crisis intervention) and support strategies as well as the agencies which provide such services.
- Provide monitoring of eligible residents' case plans and annually review.
- Ability to establish and maintain effective working relationships with elected officials, associates, representatives of other public agencies and the general public and to communicate effectively with all.
- Create and provide a resource/provider directory for use by residents and staff and update it annually.
- Coordinate and facilitate education opportunities offered by other sources for residents at various locations within the area.
- Coordinate an effort using community volunteers, family members, friends, and other residents to provide informal (non-paid) support for residents.

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- Develop and promote a positive rapport with all residents and staff of Cumberland Housing and other service providers.
- Attend training as instructed by supervisor.
- Perform the requirements of any grant assigned to the position.
- Compile and perform periodic reporting through various formats as specified by the Cumberland Housing Group administration or outside agencies.
- Will be required to enter and work in areas where mice, roaches, bedbugs, lice and other insects are present.
- Maintain strict confidentiality.
- Provides administrative support to the Department of Property Management Services.
- Provide personal delivery to residents of letters, notices, etc., from the office.
- Responsible for the care and accountability of any equipment issued or used.
- Moderate knowledge of the Admission and Continued Occupancy Policy, Residential Lease and all Addendums, the Cumberland Housing Group Policies, Procedures, Barring List, and other related information.
- Maintains accurate resident information by reviewing all resident information maintained on file.
- Explains and monitors the resident Community Service Program and assists residents in locating service locations.
- Meets with all zero income tenants to identify sources and programs to assist in gaining economic independence including but not limited to employment.
- Report information relating to suspicious or known criminal activity within the Cumberland Housing Group communities to the Security Patrol Coordinator & Director of the Department of Property Management Services.
- Theoretical and working knowledge of business principles and demonstrated experience in applying those principles to program administration.
- Knowledge of trends and opportunities related to affordable and senior housing development.
- Performs all other assigned duties related to the Department of Property Management Services and office operations as assigned.

## **Work Environment**

- The position incumbent works in both an office and outside environment to perform job functions.
- Physical: Work is performed inside and outside of the developments owned by the Cumberland Housing Group. Essential functions require maintaining physical condition necessary for lifting, bending, data entry, sitting, standing and walking for prolonged periods of time.
- Mental: The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization and of varying degrees of mental competency.
- Environmental: Work is performed in a climate controlled office environment as well as inside and outside of the Cumberland Housing Group developments. Employee is exposed to various weather conditions and to possible disruptive residents and non-residents.
- Work will require routine local and occasional out of area travel to attend education, meetings, conferences, and seminars.
- Work will require interaction with a variety of officials including funders, investors, design professionals, legal, marketing, government, and business representatives.

## **Required Qualifications for the Position**

- Must be a high school graduate or have a GED with four years of relevant experience.
- Associate Degree or higher in Social Work or a related field is desired.
- Must maintain a valid vehicle operator's license with a driving record acceptable to the Cumberland Housing Group's insurance carrier.
- Will be required to submit to initial and possible employment background screening and result in a negative criminal record.
- Must participate in pre-employment, random employment drug and alcohol screenings.
- Must possess the proper attitude toward the elderly and low-income families and an understanding of how to deal with difficult people.
- Must have the ability to maintain a polite and effective working relationship with the general public.
- Very good computer operation skills and knowledge of the Microsoft Outlook, Word, Excel software, use of the Internet and email.

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- Must be physically qualified to perform duties of position and to lift up to 25 pounds with no assistance.
- Must successfully obtain and maintain certification in Fair Housing training and other certifications relevant to performing the duties of the position as assigned
- Good knowledge of modern office practices, procedures, record keeping and use of office machines.
- Ability to work in a fast-paced, team oriented, deadline driven, results-based environment and to accurately complete complex tasks in a timely manner.
- Ability to solve problems independently and carry out verbal and written instructions.

Nothing contained in this Job Description or in any other materials or information distributed by the Cumberland Housing Group creates a contract of employment between an employee and the Cumberland Housing Group. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Cumberland Housing Group retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement.

I have read and understand the duties and requirements of this position. I agree to perform according to this Job Description.

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Employee Signature

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Date Signed