



<https://www.duluthhousing.com/jobs/tenant-services-coordinator/>

Tenant Services Coordinator

Summary

Under the direction of the Director of Property Management, the Tenant Services Supervisor provides direct service resources, and referrals to residents of HRA owned and/or managed housing, supervises the Tenant Service Coordinator and Social Work (or other) interns, maintains accurate records, oversees resident club activities, and works closely with the property management team. The following are considered essential functions for the job.

Duties

DUTIES:

A. Record Keeping.

1. Maintain necessary records of individuals served, information and referral provided, and all other information required and necessary for effective service delivery and reporting.
2. Develop, complete, and submit required paperwork and reports in a timely fashion.
3. Accurately track time worked and spent on various tasks and which building or department time should be billed to.

B. Direct Service, Resource, and Referral.

1. Work with HRA Staff and residents to ensure services and supports are in place to maintain residency.
2. Provide resources and referrals to service providers in the community. This includes assessing the needs of residents and coordinating available community resources that can meet those needs, as well as providing follow up with residents to ensure that services and supports in place are continuing to effectively meet their needs.
3. Assist with conflict resolution and crisis assistance.
4. Provide advocacy services.
5. With the Tenant Services Supervisor, develop and maintain a Resource Directory for Residents. This directory may include a listing of state and/or local service providers that residents can contact for assistance (e.g. services to families, children, individuals who are elderly, persons with disabilities, emergency assistance, etc.).
6. Establish and maintain connections with community service providers. This includes, but is not limited to: mental health service providers, independent living programs, social services, employment services, health care organizations, and those agencies that provide benefits counseling and financial assistance.

C. Community Centers.

1. Work with community partners to increase programming at the North Pointe Resource Center.

Housing and Redevelopment
Authority of Duluth, MN

Employment Type

Full-time

Anticipated Starting Date

TBD

Job Location

222 East 2nd Street, Duluth

Working Hours

8:00 AM – 4:30 PM, M – F

Base Salary

\$ 22.47 - \$ 25.84

2. Through connections and collaborations, provide educational activities for residents and participants.
3. Ensure that monthly activity calendars are completed and distributed timely.
4. Budget tracking for the North Pointe Resource Center, and account reporting.
5. Serve as point person for the Harbor Highlands Community Center to ensure programming for seniors.
6. Report monthly activities to the Tenant Services Supervisor for the HRA Board Report.

D. Develops and maintains effective working relationships.

1. Explains rules, regulations and procedures, and answers questions about programs offered.
2. Talks with tenants and participants regarding a variety of housing issues and assists with developing a resolution or refers them to the appropriate staff.
3. Works effectively and fairly with people of all social and economic backgrounds.
4. Develops and maintains good working relationships with co-workers, other program staff, residents, and community stakeholders.

E. Performs other duties assigned.

Note: The above is illustrative of the descriptions of the general nature and level of work being performed by people assigned to this job. It is not intended to be inclusive of all responsibilities, duties, and skills required for this position. Any information acquired through employment at the Housing & Redevelopment Authority of Duluth is to remain confidential.

Knowledge, Skills and Abilities

A. Knowledge, skills, and abilities.

1. Excellent computer skills must include the ability to input data, assemble data, compile reports, and establish tracking systems.
2. Must be proficient in Microsoft Word, Excel, and related programs.
3. Knowledge of inter-agency and intra-agency/community resources.
4. Knowledge and awareness of human service programs, practices, and procedures.
5. Understanding of Person Centered Thinking, Person Centered Planning, and self-determination.
6. Knowledge of disabilities and related resources.
7. Knowledge of and ability to provide accurate information and assistance to people applying for Federal and State Assistance programs.
8. Knowledge of applicable laws and regulations regarding privacy and confidentiality and the ability to respect laws and regulations.
9. Sound organization skills.
10. Strong oral and written communication skills.
11. Ability to initiate own work projects and work independently.
12. Demonstrated ability to use sound judgement in carrying out oral and written instructions.
13. Ability to organize workload and manage time effectively.
14. Ability to exercise good judgement, perform work in a courteous and diplomatic manner, and establish and maintain harmonious working relationships

B. Education/Experience:

1. Bachelor's Degree in Social Work, Psychology, Human Services, or related field. MSW

preferred.

2. Minimum of two years of experience working with diverse populations including people with disabilities and people who are elderly.
3. Any combination of education and/or work experience as may be acceptable as equivalent by the Executive Director.

C. License or Certification: Valid Driver's License is required. There is travel between the various buildings owned and/or managed by the HRA.

PHYSICAL REQUIREMENT:

A. Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and performing repetitive motions.

B. Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and 10 pounds frequently.

C. Must possess the visual acuity to read and prepare reports, transcribe, view a computer terminal, and do extensive reading.

D. This position requires driving to various community locations. Individuals in this position must have access to reliable transportation, a valid driver's license, current automobile insurance, and be able to transport themselves to areas not accessed by public transportation.

E. Much of the work day is spent in the community and may require exposure to outdoor elements including dust, fumes, noise, glare, etc.

F. Persons with mental or physical disabilities are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made, because it would cause the employer undue hardship, such person may not be eligible.

Benefits and Wages

The HRA offers a competitive benefit package, in the current contract, includes health, dental, flexible spending plan, life insurance, long term disability insurance, vacation, holiday, personal, and sick leave, as well as an employer paid retirement plan.