



# NEIGHBORHOOD HOUSE ASSOCIATION

5660 Copley Drive • San Diego, CA 92111

*Developing children, families and future leaders of our communities through empowerment, education and wellness from our house to yours.*

## JOB ANNOUNCEMENT

### RESIDENT SERVICES COORDINATOR

**REVISED POSTING:** January 16, 2018

**APPLICATION DEADLINE:** February 16, 2018

**Position no. / Range:** 4122/ 50.00

**Union Status:** Non- Union

**Starting Pay/ Range:** \$20.00 - \$25.00 p. hr.

**Status/ Hours:** FT / Non- Exempt

**Hours of Work:** Monday- Friday / 30 hours per week

**No. of Positions/ Weeks:** 1/ 52

**Location:** 286 Euclid Ave. SD, CA 92114

**Dept. / Program:** Financial Counseling

#### **Basic Job Assignment:**

Under the direction of the Lead Financial Counselor, the Resident Services Coordinator (RSC) is responsible for ensuring that clients receive housing and financial support services based upon their personal preference and needs, as well as provides afterschool/tutoring services to residents' in grades 3<sup>rd</sup>-12<sup>th</sup>. This position will work closely with the onsite property management staff and is responsible for efficiently and effectively coordinating special events to meet resident's needs. The RSC will work with their Lead Financial Counselor to determine practices and procedures. Decisions are made in consultation with their Lead Financial Counselor and within organization policy. The RSC will contribute to the development of new concepts. Performs duties independently, but guidance and direction are available for unusual or critical situations.

#### **Employment Requirements:**

The ideal candidate is a self-motivated, independent worker who possesses a solid knowledge of community resources; appropriate youth and adult learning theories and practices; and correct English usage, including spelling, grammar and punctuation. The ideal candidate will also have the ability to organize, set priorities and exercise sound independent judgment within areas of responsibility; exercise tact, objectivity, sensitivity, strategy and judgment in dealing with people in a variety of situations; establish and maintain effective working relationships with residents, property management staff, and community partners; understand and follow written and oral instructions; be flexible and self-directed; communicate clearly and concisely both orally and in writing and work effectively with students, parents and school personnel; provide professional communication and leadership in a variety of meeting/presentation settings that support open, honest communication and inclusion of diversity; implement effective tutoring plans; maintain a safe learning environment for youth and others; operate a computer terminal and/or computer using word processing, spreadsheet, internet and database and other standard business software; present information in group and one-on-one settings; understand and follow written and oral instructions; be sensitive to diverse cultures and populations; maintain sensitive and confidential information; operate a computer terminal and / or computer using word processing, spreadsheet, database and other standard business software; and type accurately at a speed necessary to meet the requirements of the position.

The incumbent must have demonstrated experience working with culturally and ethnically diverse, low income or no income clients and unique populations.

#### **Qualifications:**



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- Bachelor's or graduate degree with a minimum of two (2) years' teaching and/or tutoring experience with elementary, middle, and high school students;
- Patience, the ability to motivate, a passion for helping students learn, and the knowledge and skills to help students find new ways to look at difficult skills and concepts are required skills and characteristics;
- Experience with community organizing and social work is required along with excellent human service planning skills and ability to engage a broad spectrum of community members in planning efforts;
- Bilingual (English/ Spanish) preferred;

### **Example of Major Functions:**

- Provides information and assists residents with connections to community resources as needed;
- Work closely with our lead Financial Counselor and the Eden Property Management team to evaluate the successes of our presence on site;
- Enter data into data base, run reports, and assist with evaluating effectiveness of referrals;
- Develop and maintain relationships with community partners in order to assist in referrals for Eden residents;
- Organize and facilitate resident meetings;
- Problem solve with residents when appropriate;
- Work closely with the Property Management staff to facilitate leadership and goal setting workshops;
- Plan, organize and conduct social, educational, artistic and other community based activities for residents;
- Recruit and supervise volunteers and interns to assist tenants as needed in these activities, as well as assist with the planning and delivering of these classes;
- Completes required paperwork, reports, and/or enters data for required program/client documentation;
- Responsible for performing a wide variety of administrative and operational duties, including assisting in the design and execution of events as needed;
- Assist and direct walk-in clients;
- Organize, set priorities and exercise sound independent judgment within areas of responsibility;

### **Afterschool program:**

- Provide tutoring services, special projects, future field trips, training/education on self-care, manners, education on bullying, future college training and services such as college applications to Eden resident participants;

### **APPLICATION SUBMITTAL INSTRUCTIONS:**

Applications may be obtained at 5660 Copley Drive, San Diego, 92111; 841 S. 41<sup>st</sup> Street, San Diego 92113; or on the Agency website at [www.neighborhoodhouse.org](http://www.neighborhoodhouse.org). Applications may be mailed or delivered to the Human Resources Department at 5660 Copley Drive, San Diego, CA 92111 or scanned/emailed to: [recruiting@neighborhoodhouse.org](mailto:recruiting@neighborhoodhouse.org). Applications must be fully completed (per instructions), signed, and dated when submitted. Any applicable supplemental application questions and/ or certifications must be attached to the application at the time the



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application is submitted. All statements on the application will be subject to verification and investigation prior to employment. In order for your education or certification(s) to be considered, you must attach a copy of your official degree transcripts or diploma or foreign equivalency report and/ or certification to your application. Please only submit the documents required.

**NOTE:** *Only those candidates being considered will be contacted for an interview and reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions of job on a case by case basis.*

### **ABOUT NHA**

The neighborhood House Association is a non- profit organization. Head Start positions are funded in whole or in part by money provided through the State and Federal Government. Additionally, some Social Service Program positions may be funded in whole or in part through grant funds. Because positions and salaries may be funded through grants, and State and Federal funds ongoing employment will be contingent upon the continued receipt of these funds.

### **BENEFITS:**

Eligible employees receive the following benefits: Vacation;

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|---|------------------------------------|--------------------------------|
| • Sick leave;                             | • 401K Retirement Plan;            | • Life & Disability insurance; |
| • 13 paid holidays;                       | • Medical;                         | • Supplemental Life &          |
| • Two (2) personal days;                  | • Dental;                          | Voluntary Products;            |
| • Four (4) days annual bereavement leave; | • Flexible Spending Account (FSA); | • Social Security;             |

*\*Medical and dental benefits are provided to regular employees who work a minimum of 30 hours per week.*

### **INTRODUCTORY PERIOD:**

All regular appointees serve 6 months introductory period.

### **CITIZENSHIP/IMMIGRATION STATUS:**

In accordance with the Immigration Reform and Control Act of 1986, Neighborhood House Association hires only U.S. citizens and others lawfully authorized to work in the U.S.

*This Job Announcement is not an offer of employment. The provisions of this job announcement do not constitute an express or implied contract. Any of the provisions contained in this job announcement may be modified or revoked without notice. Any person who is hired may voluntarily leave their employment upon giving proper notice, and may be terminated by the Agency at any time and for any reason. Any oral or written statements to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.*

**Please note that offers of employment are only valid if they are made by the Human Resources Department**