



We Make Home Happen.

Job Description

Job Title: Residential Associate
Report to: Social Worker
FLSA Status: Non-Exempt/Hourly
Salary: \$20-\$22/hour

Position Summary

The Residential Associate is responsible for supporting resident engagement, housing stability, community programming, and resident service initiatives throughout the Authority's housing portfolio. This position works closely with residents, families, community partners, and agency staff to promote resident well-being, connect residents to available resources, and support positive resident outcomes.

The Residential Associate serves as a liaison between residents and the Authority by assisting with resident concerns, facilitating community engagement activities, supporting resident service programs, and helping residents access supportive services and community resources.

This position supports the Authority's mission by fostering stable housing environments, encouraging resident self-sufficiency, and promoting quality of life within agency communities.

Essential Duties & Responsibilities

Resident Services & Support

- Assist residents in accessing community resources and supportive services.
- Provide information regarding available programs, benefits, and community partnerships.
- Support residents experiencing housing stability challenges by connecting them with appropriate service providers.
- Assist with resident outreach efforts and follow-up activities.

Community Engagement

- Coordinate and assist with resident meetings, educational workshops, and community events.
- Encourage resident participation in community activities and agency programs.
- Promote positive resident engagement and community building efforts.

- Assist with resident surveys and community needs assessments.

Resident Relations

- Serve as a point of contact for resident concerns and inquiries.
- Assist residents in navigating agency processes and available services.
- Maintain positive working relationships with residents, families, and community stakeholders.
- Support conflict resolution efforts and resident communication initiatives.

Case Support & Documentation

- Maintain records related to resident services and program participation.
- Document resident interactions and referrals.
- Assist the Social Worker with resident assessments, referrals, and service coordination activities.
- Maintain confidentiality of resident information.

Community Partnerships

- Assist in maintaining relationships with local service providers, nonprofit organizations, educational institutions, and community partners.
- Coordinate referrals and resource connections for residents.
- Support development of resident-focused programs and initiatives.

Administrative Support

- Assist with program scheduling, correspondence, and recordkeeping.
- Prepare reports and documentation related to resident service activities.
- Support special projects and agency initiatives as assigned.

Minimum Qualifications

Education

Associate's degree in Human Services, Social Work, Public Administration, Education, Psychology, or related field preferred.

Equivalent combinations of education and experience may be considered.

Experience

- Minimum one (1) year experience in resident services, social services, case management support, community outreach, customer service, or related field preferred.

- Experience working with diverse populations and community-based programs preferred.

Knowledge, Skills & Abilities

- Knowledge of community resources and supportive service programs.
- Strong interpersonal and communication skills.
- Ability to work effectively with diverse populations.
- Ability to maintain confidentiality and professional boundaries.
- Strong organizational and documentation skills.
- Ability to work independently and as part of a team.
- Commitment to resident-centered service delivery.

Core Values Alignment

- Servitude
- Growth
- Compassion
- Excellence

Mission Alignment

Commitment to supporting residents, strengthening communities, and promoting housing stability through quality affordable housing and resident-focused services.

Benefits

The authority currently offers the following insurance benefit plans to all full-time employees:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Short Term Disability
- Pension Contribution of 13.5%

Paid Time Off

- Paid Vacation Leave
- Paid Sick Leave
- Paid Holidays

The employee performs routine duties following established HUD and Housing Authority guidelines. Routinely, the employee may make decisions concerning residents or maintenance problems using personal judgment based on prior experience. Situations not covered by guidelines are referred to the supervisor or handled independently, depending on the circumstances.

The above statements reflect the general details necessary to describe the essential functions of the position and may not be construed as a detailed description of all the work requirements that may be required during your employment. Your signature below constitutes your acceptance and understanding of the essential functions and requirements of this position.

Signature

Date