



Building community from the heart

Company Name/Location: PEP Housing/Santa Rosa, CA
Job Title: Resident Services Coordinator
Position Type: Full Time, Non-Exempt
Pay Range: \$21-24/hr., DOE
Location: Assigned Property(ies)
Website: www.pephousing.org

About the Company

PEP Housing is in its 43rd year building community from the heart. We are a successful non-profit that builds and manages affordable housing for seniors living on limited, fixed incomes. With 18 properties, over 500 residents and projects under construction, we keep busy!

Our employees are as important as our residents, and our goal is to ensure both have a positive and rewarding experience during their time with PEP Housing. We value our employees, and we take pride in recognizing their outstanding talents and efforts. We are committed to the delivery of superior quality of services based on a foundation of honesty, integrity, and ethical treatment.

PEP's benefits include health and welfare plans (medical, dental, vision, LTD, etc.); retirement plan; work-life benefits (paid vacation and 13 holidays); career development opportunities through mentorships and continuing education programs and a great working environment with professional growth prospects.

Position Summary

The Resident Services Coordinator serves as a resource for residents in need: being creative, flexible, professional, maintaining objectivity, avoiding emotional dependence, maintaining confidentiality, recognizing and respecting individual differences. The person in this position assesses resident needs, identifies and links residents to appropriate services, and monitors the delivery of services.

Principle Duties and Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Plan and implement resident services program utilizing property wide profile in AASC in assigned property/ies.
- Assess resident needs by updating intakes and assessments, identify and link residents to appropriate services, and monitor the delivery of services. These services may include setting up in-home assistance such as housekeeping, persona care, shopping and laundry. This may also include transportation, meals, and other support services.
- Create and sustain partnerships with community based social service providers, hospitals, health agencies, and other available resources to meet the needs of residents.
- Communicate with family members/representatives for emergencies, including visits to hospitals and at home.
- Provide and maintain current information on resources, services and benefit programs for the elderly and persons with disabilities.
- Provide orientation to new residents.
- Handle disputes/misunderstandings between residents, and act as a liaison between staff and residents when requested.
- Report cases of suspected abuse to Adult Protective Services.
- Report hospitalizations and nursing home admissions and discharges using incident reporting to the Resident Manager and Property Management Coordinator.



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- In crisis situations, i.e., fires, earthquakes, floods, etc., work cooperatively with all parties, i.e., property managers/staff, appropriate agencies, family; make referrals to appropriate agencies.
- Provide educational presentations for residents on aging issues, health and wellness and information on resources.
- Motivate active participation of residents in programs, activities and events in cooperation with other agencies.
- Maintain confidential resident files and required reporting in AASC in accordance with HUD guidelines.
- Represent PEP Housing at annual senior resource fair and other community events.
- Attend staff meetings, training and other meetings as required.
- May perform work outside normal business hours based on residents' needs as necessary.
- Additional information on job description.

Education, Skills and Experience

- A Bachelor's Degree in Social Work or Gerontology, Psychology or Counseling is preferred.
- Certification by the American Association of Service Coordinators (AASC) preferred; if not certified, must be willing to go through the certification process; once certified, must maintain the certification through ongoing courses.
- Minimum of two years of experience in social service delivery with senior and non-elderly disabled residents.
- Working knowledge of supportive services and other resources for senior citizens and disabled.
- Able to set and maintain clear boundaries with residents.
- Ability to advocate, organize, problem-solve, and provide results for the residents served.
- Experience in dealing with residents, families, next of kin, representatives, social agencies, churches, synagogues, political figures, etc.
- Ability to identify and utilize community resources to assist in meeting the needs of residents.
- Must have compassion for the elderly and disabled.
- Requires responsible and organized approach to record keeping.
- Must be able to multi-task.
- Must supply own vehicle, have a valid CA driver's license and automobile insurance.
- Must comply with all applicable rules and regulations of PEP Housing and regulators/funders as appropriate.
- Additional information in job description.

Qualified candidates can apply by emailing resumes to sharonr@pephousing.org.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, genetic information, or any other protected category. PEP Housing participates in E-Verify for U.S. citizenship confirmation. Potential employees must submit to all pre-employment processes, to include DMV, reference, and background checks.

*COVID-19 considerations:
PEP Housing requires its employees to be fully vaccinated.*