



**Stonington Housing Authority**  
**Edythe K. Richmond Homes**  
**45 Sisk Drive, Pawcatuck, CT 06379**  
**860-599-2600**

**Title:** Resident Service Coordinator (RSC)

**About Stonington Housing Authority:** The Stonington Housing Authority owns and manages the Edythe K. Richmond Homes, an apartment community for elderly and disabled residents. It consists of 60 1-bedroom apartments.

**Position Summary:** The Resident Service Coordinator's (RSC) mission is to enable residents to live as independently and self-sufficiently as possible while maintaining their dignity and autonomy by informing them of available resources, assisting them in obtaining the services they choose to use and advocating for the residents when necessary. The RSC is committed to working with people in a way that is nonjudgmental, non-intrusive, confidential and that promotes resident empowerment, autonomy, and dignity.

**Report to:** Executive Director

**Schedule:** Part-Time; Flexible Schedule; 15 hours per week

**Responsibilities:** The RSC as appropriate to the resident population and setting:

1. Welcomes new residents and explains the RSC program as well as appropriate and available community resources, programs and services.
2. Identifies the need for assistance; educates on available resources; links and connects residents with appropriate programs and services as requested.
3. Keeps current regarding available community resources, federal, state and local programs and fulfills required education and training requirements.
4. Works with the management team to identify residents who need assistance; supports resident retention; promotes educational and wellness activities for residents; provides a safe community; fosters and builds a sense of community.
5. Advocates for residents and acts as a liaison between residents and management as well as with the community.
6. Encourages residents' self-advocacy and empowerment in meeting their social, psychological, physical, economic and other self-sufficiency needs.
7. Follows mandated reporting requirements according to adult and child protective state statutes.
8. Maintains appropriate resident files with proper documentation of information in a secure location to ensure privacy and confidentiality.
9. Follows-up appropriately with residents.
10. Evaluates the outcomes of the RSC program annually.

**Qualifications:** Bachelor's Degree in Human Services or a related field, or an equivalent combination of education and 5 years of experience. Proven experience in social service delivery, problem-solving, crisis intervention, mediation, and advocacy. Ability to work with the elderly and disabled individuals and their families.

Excellent oral and written communication, organization and time management skills. Knowledgeable about services available to assist people with a disability, housing, drug or alcohol abuse, domestic violence or mental health issues. Knowledgeable about eligibility requirements, application procedures, and benefits from federal, state, and local entitlement programs. Ability to work well with minimal direction. Ability to use a computer to maintain resident files, search for services and file required reports; proficient with Microsoft Office Suite.

**Application Process:** Submit cover letter and resume with relevant qualifications no later than Friday, January 31, 2020 to [info@stoningtonha.org](mailto:info@stoningtonha.org). The Stonington Housing Authority is committed to a policy of equal employment opportunity.