Summary: The Resident Services Facilitator works with and reports to HAMC Resident Service Coordinator. They are responsible for the facilitation of service programs, activities, and events for HAMC resident properties. Responsibilities include providing direct onsite support and scheduled hours of resident contact opportunities to ensure specific service deliverables and including partner organization and HAMC Resident Services sponsored activities. Examples of these include Career Readiness programs, connecting residents with needed and available community resources such as emergency utility programs and other basic need resources, coordinating and implementing social activities & educational programs for youth, adults, seniors, and families. The Resident Services Facilitator will need to be hands-on and a self-starter.

Essential Job Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

Facilitate access and promote Career Service Programs on site and by referral: Facilitate Career Readiness and Employment Partner service activities to help residents improve opportunities for employment and career development outcomes. Facilitate scheduled contact and referral services regarding employment, career training and related education programs to encourage the development of self-sufficiency skills, provide exposure to local career training workshops and events and academic opportunities including post-secondary college and technical school training. Work with HAMC Resident Services Supervisor on partnership development so the program is supplemented by various community support partners and social services networks.

Plan and Implement Programs and Activities: Facilitate scheduled youth, adult, senior, workshop and program activities, as prioritized and agreed upon in consultation with supervisor. Programs are designed with a special emphasis on health/wellness, financial fitness, and education Programs are offered at times convenient for the majority of residents, including some early evening programs for residents who work during the day.

Provide Case Management Follow-up: Provide case management services to residents in need at the property including assessment of need, utility emergency support, progress monitoring, advocacy and referrals to resources. Assist residents in completing forms and applications and guide them in making linkages to appropriate agencies.

Partnerships: Work with Resident Services Supervisor to maintain regular contact with community partners, including non-profits and vendors, to bring relevant workshops, programs, activities, and opportunities to the community. In consultation with Property Manager and Resident Services Supervisor, facilitate on site facility use memorandum of understanding with partners and vendors to ensure compliance and risk management. Assure best practices and clear communication are implemented with all parties involved in the partnerships.

Facilitate Communication with Residents and Recruit for Programs: Maintain consistent, positive communication with residents about programs. Produce a monthly log and flyers of events and opportunities, and recruit residents to participate in programs.
Supervise Resident Volunteers: Coordinate and supervise volunteers to work as facilitators and help meet other community needs. Support volunteers by providing direction and guidance as appropriate regarding their assignments and periodic scheduled check in to ensure follow through on their assigned areas.

Maintain Community Spaces and Equipment: Ensure that groups and residents using the community room and computer center clean up after each activity and take care of the equipment in each room. Communicate any facility tech needs to Supervisor and HAMC technical support staff for adjustments and repair scheduling as necessary.

Work Environment:
- Work is performed in an office environment.
- Must be physically able to operate a variety of automated office machines including computers, copiers, calculators, etc.
- Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Work involves sitting, walking or standing for periods of time.
- Requires a sighted individual (vision corrected to 20/20) for computer usage and significant English reading skills.
- Requires normal hearing (i.e., hearing corrected to normal ranges) for telephone contact with clients/landlords, as well as for taking and relaying messages.
- Significant computer input duties require sufficient manual dexterity.
- Travel among sites will be necessary in the delivery of services.

Equipment and Tools Utilized:
- Standard equipment includes personal computer and standard office equipment.

Required Knowledge and Skills:
- Experience planning and implementing programming and events for multigenerational communities.
- Experience planning and implementing senior and low-income services community programming.
- Passion and interest in working with children and youth.
- Must be creative and a strong problem solver.
- Experience in reporting outcomes and progress reports.
- Experience with under-served and low-income families.
- Strong interpersonal and organizational skills, computer skills and be competent in Microsoft Office programs.
- Strong motivation and the ability to work independently.
- Requires the ability to be a motivated self-starter who can work with minimum supervision.
- Requires willingness and flexibility to take new perspectives and apply them to day-to-day work.
- Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.
- Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor.
- Requires ability to read a variety of policy and procedure manuals, regulations, applications, etc.
• Requires the ability to prepare required reports, correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech.
• Requires the ability to speak with and before others with poise, voice control, and confidence.
• Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
• Requires the ability to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form.
• Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision.
• Knowledge of topics related to primary occupation.
• Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.
• Requires the ability to record and deliver information.
• Requires the ability to explain procedures, to follow verbal and written instructions.
• Must be able to communicate effectively and efficiently with persons of a variety of educational and cultural backgrounds.
• Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.
• Requires the ability to inspect items for proper length, width and shape, and visually read various information.
• Requires the ability to coordinate hands and eyes using office machinery.
• Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc.
• Must have minimal levels of eye/hand/foot coordination.
• Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.
• Requires the ability to deal with people beyond giving and receiving instructions.

Knowledge, Skills and Abilities continued:
• Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.
• Requires the ability to talk and hear: (talking expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Education, Experience, Certifications and Licenses:
• A minimum of 4 years’ experience working in Social Services, Low Income Housing services and/or community education fields equivalent recent work experience equal to a bachelor’s degree in Social Services, Community Education, Community Health Services; or equivalent combination of education and experience to perform all duties assigned with minimal instruction.
• Valid Arizona Driver’s License required.
• Bilingual in English/Spanish is a highly preferred skill for the position.