

Hudson River Housing, Inc.
Position Description

Position: Residential Coordinator – Hillcrest House

FLSA Category (Check one): Exempt Non-Exempt

Primary Site Assigned to: Hillcrest House 28 Snow Terrace, Poughkeepsie, NY 12601

Immediate Supervisor: Resident Services Manager

General Description:

The Residential Coordinator is responsible for actively supervising all residents/visitors/guests as well as the physical property or site on an on-going basis at the site to which they are assigned in accordance with policies, procedures and regulations of Hudson River Housing, Inc. The Residential Coordinator provides an array of services that range from intakes of new residents, providing excellent customer service, general administrative support, minor housekeeping, to advocacy and crisis intervention for those individuals and families being housed at the respective sites.

Principal Duties:

1. Actively supervise residents/visitors/guests behavior at assigned site.
2. Conduct intake interviews as assigned to collect necessary and appropriate information needed by the Housing/Property Management Department.
3. Assist in orienting new participants to the site logistics and provide a general site overview.
4. Share information with other staff members, and provide relevant information to outside service providers to ensure resident's needs are being met in a coordinated manner.
5. Provide an appropriate level of guidance and support to assist residents in meeting their basic needs.
6. Serve as an advocate by making appropriate referrals to assist residents in reaching their goals.
7. Monitor resident's compliance with site/program rules and requirements on a daily basis.
8. Stabilize crisis situations as they arise. When simple/basic intervention is not effective the Residential Coordinator will reach out to other onsite staff to assist with diffusing the situation. As appropriate, the use of community resources, i.e., Police, Mobile Crisis Team, etc. should be used in order to provide further crisis intervention services. All crisis situations should be communicated to the appropriate Case Manager for follow up.
9. Submit work orders and report identified maintenance issues and other problems to the appropriate facilities staff.
10. Conduct bed checks as required and room inspections as requested as well as upon program entry and exit.
11. Conduct "on-foot" monitoring of building and grounds inside and outside and on perimeters of the property on a routine basis.
12. Provide general administrative support: assisting walk-in's, answering telephones (including After Hours Emergency Placement phone line at HRL), scanning, copying, faxing, filing and deliveries, etc. Monitor copy machines for toner levels and assist with ordering when needed.
13. Document all daily activity in the log book, calendar and complete the Shift Change Report.
14. Attend and participate in regularly scheduled staff meetings.
15. Assist in planning efforts to evaluate program's effectiveness, helping to identify needs and trends, and assist in developing strategies to overcome challenges and enhance program quality.
16. Complete and submit Incident Reports immediately as they occur, and all must be submitted and distributed prior to the end of any shift worked.
17. Maintain tenant/guest confidentiality at all times while at work as well as outside of work.
18. Maintain front office and lobby neatness.
19. Ensure property cleanliness and safety through constant monitoring and by completing the daily Safety Check List.
20. Perform daily housekeeping duties of the front office and lobby area.

21. Monitor building systems, including: security cameras and fire alarm.
22. Maintain visitor sign in and sign out records accurately.
23. Assist in kitchen and breakfast as needed.
24. Provide emergency on-call coverage.
25. Any other duties as assigned.

Qualifications:

Education: High school diploma and or GED required.

Knowledge: Must have basic reading, writing skills and computer skills, and be able to communicate effectively. Must be detail orientated and organized. Must be flexible and open minded to deal with unexpected situations that come up. Compassion for helping others and sensitivity to special needs and diverse populations is critical. Must be a responsible, non-judgmental individual that is able to think constructively and work independently as well as part of a team. Must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries with program participants maintaining confidentiality at all times.

Experience: Human service experience including interpersonal skills and sensitivity to homeless, mentally ill, low income and other special needs populations is required as well as general administrative experience. Excellent organizational skills are required, and the ability to prioritize the daily challenges.

Requirements: Valid driver's license a plus. Home and/or cellular telephone required.

Physical Demands: Must be able to climb multiple sets of stairs.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment

Employee Signature: _____ Date: _____