

AMERICAN ARABIC BENEVOLENT ASSOCIATION, INC.

**Cheriton Grove Corporation
Cheriton Grove Apartments
20 Cheriton Road
West Roxbury, MA 02132
617-325-1913**

Resident Services Coordinator - Job Brief

The American Arabic Benevolent Association, Inc. (AABA) is a private, non-profit community based and faith-based organization that has been in existence since 1975. The AABA provides needed community support to its 900+ members and to/thru many of its supporting organizations. A primary mission of the AABA is the development of housing for the elderly.

The AABA was the sponsor of the Cheriton Grove Apartment complex, a HUD Section 202 senior housing development, which now falls under the it's sister company, the Cheriton Grove Corporation. The Cheriton Grove Corporation was created in 1985 by the AABA, as required by HUD, to have as its single responsibility, the maintenance and operation of Cheriton Grove Apartments. Currently, the Cheriton Grove Corporation hires a property management firm familiar with HUD senior housing developments to oversee the day-to-day operations. The property management firm directly manages the property thru their on-site Property/Site Manager and Building Superintendent, as well as other company supporting staff.

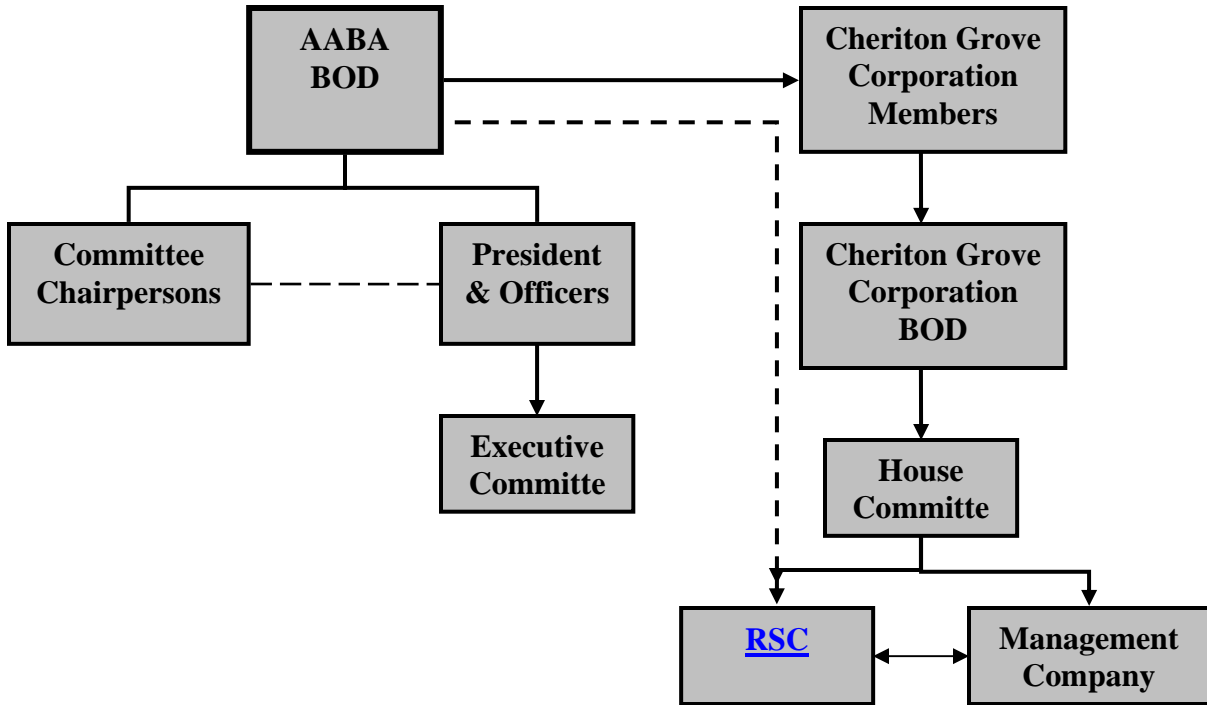
In addition, the Board of Directors (BOD) of the Cheriton Grove Corporation (CGC) has established and assigned authority to its "House Committee" to act as their representative body in all matters regarding Cheriton Grove Apartments, subject to approval by the BOD, as they deem necessary.

Cheriton Grove Apartments is a 60-unit senior housing facility comprised of 45 One-bedroom and 15 Studio apartments. The facility is handi-cap and wheelchair accessible. It has been in existence since 1985 and is considered a first class senior housing development within the City of Boston.

Overview of Position

The Resident Service Coordinator (RSC) will report to the House Committee of the Cheriton Grove Corporation, specifically the House Committee Chairperson.

The following represents a high level AABA organization chart, so as to understand the overall structure and the integrated working relationships that exist.



The RSC position is funded through and exists from the operating budget of the site. The RSC exists as an “At Will” position, which is subject to annual HUD funding through the legislative authorization process.

The RSC will be based at the site providing services, coordinating programs, overseeing resident targeted activities, evaluating results, and planning for future initiatives. The RSC shall oversee all site resident activities and/or may be responsible for only one component of the AABA and/or the Cheriton Grove Corporation Human Service Program.

The Resident Service Coordinator is responsible for managing and coordinating all social service activity on the site and ensuring that the activities align in a focused way with the site plan, and CGC BOD established goals and objectives. The RSC will work collaboratively with representatives of the property management firm and fully participate and contribute to the yearly process of goal and program setting.

Job Environment

- Work is performed in a non-typical office environment, where shared services are a necessity.
- Operates telephone, computers, and other standard office equipment.
- Has access to confidential information regarding personal records.

- Makes frequent contact with various HR agencies, tenants, organization, vendors, and various city, state, and federal agencies. Contacts are made by phone, in person, by E-mail, or by written correspondence.
- Errors in judgment could result in significant delay or loss of service, legal ramifications, adverse public relations, and monetary loss.

Supervision:

Scope and Judgment: Performs varied and responsible duties requiring independent judgment in ensuring conformance with applicable laws, regulations, and corporate policies. Required to work both independently and collaboratively in formulating decisions regarding procedures and plans at the site level.

Supervision Received: Works under the administrative direction of the President of the Corporation or his/her designee. Receives broad policy guidance from the House Committee. Assumes responsibility for developing and achieving the corporation goals and objectives.

Principal Responsibilities (including, but not limited to, the following)

- Participate in the overall Human Services Program planning process, which includes both site planning, and program planning and development.
- Coordinate the development and implementation of the Cheriton Grove Corporation/the AABA Human Services Program and document as required.
- Track, monitor, and evaluate the site-based results of both product implementation and ad-hoc responsiveness to residents.
- Establish a baseline to be used for determining site priorities and measuring impact.
- Act as the principal liaison to local human service providers by representing the Cheriton Grove Corporation and residents at planning meetings, training opportunities and, when appropriate, resident focused case conferences.
- Evaluate all potential on-site delivery against the site plan and determine products and priorities. All programming shall align with the sites prioritized goals.
- Provide ongoing outreach to new residents that service to: (a) welcome and inform of community resources; (b) identify individuals who are in need of service; and, (c) contributes to the baseline of understanding regarding resident needs and demographics upon move in.
- Participate and assist in the development, as requested, of the AABA and CGC fundraising activities and/or program.
- Ensure the confidential treatment of all site resident records, case notes, and surveys.

- Manage contracts as required by any state or federal funding regulations.
- Attend all required meetings and participate in company wide planning teams as necessary or as directed by the House Committee.
- Ensure the development and distribution of a site-based newsletter. If one exists for the site, the RSC will work with the property management firm in providing articles of interest for the residents.
- Prepare all reports in a timely fashion.
- Seek out grant opportunities and write grant proposals, as necessary or requested.
- Recruit, interview, select, train, support, and manage all volunteers on your site(s) or within your component.
- Provide crises intervention, case management, and follow-up services to residents in the event of an emergency.
- Identify programs (local, agency, or otherwise) and distribute their schedules regarding any and all transportation available at or near the site.
- Work with the property management firm in the implementation of the High School Community Service Policy and/or any other approved policy that deals with senior provided services at the site.
- Some evening and weekend hours may be required.

Minimum Recommended Qualifications [meet at least 1 of the following]

Education, Training, and Experience:

- Bachelor's degree in social work, social service, or relevant discipline. Ten plus years of relevant work experience may be substituted for the college degree; **OR**
- Associate's degree in social work, social services, or relevant discipline and 2-4 years experience in social work, human services or area of coordination (employment, elder, education, youth, etc.); **OR**
- Associate's degree in social work, social services, or relevant discipline and 2-4 years of work experience with elderly and disabled populations with a demonstrated capacity for progressively responsible employment.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles, practices, regulations, and applicable federal and state laws relating to Residential Service Coordinator, Social Service Coordinator, or any other related job title or description that includes similar primary responsibilities.

Ability: Ability to interact in a positive and effective manner with personnel at all levels of authority. Ability to demonstrate objectivity, sensitivity, and a balanced perspective regarding tenant concerns and corporate expectations. Ability to analyze and interpret regulations and data relevant to senior housing. Ability to communicate clearly and concisely, in writing and orally. Ability to maintain accurate and detailed records. Ability to prepare and analyze comprehensive reports. Ability to maintain composure under difficult circumstances.

Skill: Excellent customer service skills. Skill in report and grant writing methods. Superior persuasiveness, resourcefulness, and discretionary skills. Strong communication skills (writing and speaking), be flexible, and have good computer skills (Word, Excel, Power Point, etc.).

- Possession of a valid motor vehicle operator's license.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

Minimal physical effort generally demanded when performing functions under typical or non-typical office conditions. Certain tasks require the ability to operate a keyboard, view computer screens, and move items less than 25 pounds, if helping a tenant. Correctable hearing required.

(This job brief does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)