

## RESIDENT SERVICES COORDINATOR

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**Housing Authorities Served:** Amesbury, Merrimac, Newburyport, West Newbury

**Position Reports To:** Amesbury & Newburyport Executive Directors

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**Purpose:** The Residents Services Coordinator will work with the local housing authorities to provide professional crisis intervention, assessment, referral, advocacy, and supportive services to residents in public housing developments. Resident Services Coordinator will plan, coordinate and evaluate programs provided for residents while working with community social service providers in the area.

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This position is a 37.5 hour a week salaried position. The position is administered through the Amesbury Housing Authority. The position reports to both Amesbury and Newburyport Housing Authority, overall management including benefits and personal policy are under Amesbury Housing Authority.

### RESPONSIBILITIES

1. **Programming** - Plan, coordinate, promote and manage the delivery of resident programs and services by:
  - a. Assessing adult, youth and family needs by soliciting resident and management input.
  - b. Initiating programs which serve discovered resident needs.
  - c. Maintaining records, compiling statistics, documenting, and providing information as needed.
  - d. Coordinating volunteer participation in the delivery of programs.
  - e. Identifying and soliciting contributions and support (monetary and/or in-kind) from community at large.
2. **Service Coordination** - Provide individual service coordination to meet the needs of residents by:
  - a. Responding to referrals for individual services.
  - b. Identifying and assessing individual and family needs.
  - c. Providing information, referrals, advocacy, and informal counseling.
  - d. Maintaining accurate, timely and detailed documentation on casework.
  - e. Acting as a liaison between community-based social services and housing management staff for the benefit of individual residents.
  - f. Maintaining directory of community services for resident use.
3. **Community and Relationship Building**
  - a. Promote positive interactions and relationships between residents, management, and the community.
  - b. Support resident associations, activities, and leadership development.
  - c. Support resident initiatives through provision of technical and resource support.
  - d. Develop collaborative relationships to support the residents and local housing authorities.
  - e. Represent the local housing authorities in neighborhoods and relevant service networks.
4. **Program Administration**
  - a. Prepare or assist with service agreements.
  - b. Prepare monthly/quarterly/annual reporting to local housing authority.
  - c. Prepare monthly benchmark reports.
  - d. Prepare other reports as requested.

### **MINIMUM REQUIREMENTS & SKILLS**

1. Associate or bachelor's degree in related field or at least three years experience in a related field with a focus in social work, public health, human services, or community development.
2. Two years of experience providing individual services to a diverse population of individuals and families.
3. Knowledge of community resources and service networks.
4. Excellent interpersonal, verbal, and written communication skills.
5. Demonstrated experience working within diverse communities, to include people of various ages, gender, sexual orientations, national origins, income levels, ability levels, religious affiliations, races, and languages.
6. Ability to work well in a collaborative team environment with both internal and external partners.
7. Ability to network and develop community partnerships.
8. Ability to work with people with mental health, disability, substance abuse, legal and/or financial difficulties.
9. Experience utilizing MS Office and web-based programs.
10. Be certified in CPR and First Aid or have the ability to become certified within six months of starting position.

### **PHYSICAL REQUIREMENTS**

1. Ability to sit for extended periods of time.
2. Ability to lift, carry, push and/or pull up to 50 lbs.

### **OTHER REQUIREMENTS**

1. Must be willing and able to travel between sites.
2. Must be willing to adjust work schedule as needed.
3. Ability to maintain confidentiality and to obtain appropriate release of information as necessary.
4. Ability to effectively and creatively communicate with residents (such as by newsletter, flyer, bulletin board, door knocking, etc) to ensure residents are informed of available resources and programs
5. Obtain "ServSafe" Certification within six-months of employment start date.
6. Performs other duties of the position class, as assigned.

## **Amesbury Housing Authority**

### **Elderly Housing**

1 Bedroom units

Chapter 667-1 Powow Villa 1	30 units
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Chapter 667-2 Powow Villa 2	30 units
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Chapter 667-3 Heritage Vale	43 units
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Chapter 667-4 Heritage Towers	102 units
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<b>Total:</b>	<b>205 units</b>
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### **Family Housing**

Macy Street & Macy Terrace

2 & 3 Bedroom Units

2 Bedrooms	15 units
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3 Bedrooms	12 units
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<b>Total:</b>	<b>27 units</b>
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### Orchard Park

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1, 2, 3 and 5 Bedroom Units

1 Bedrooms	2 units
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2 Bedrooms	5 units
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3 Bedrooms	2 units
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5 Bedrooms	4 units
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<b>Total:</b>	<b>13 units</b>
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### **Federal/State Family Housing**

Macy Terrace

3 Bedroom units	<b>10 units</b>
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### **Vinfen GrouQ home - 30 Field Street -**

Home for mentally handicapped individuals (home staffed 24 hours a day by Health & Education-DMH)

### **Section 8 Housing Choice Vouchers**

84 Vouchers+ 3 new HCV 10/1/2022 - total 87 Vouchers

### **Section 8 Project Based RAD Vouchers**

24 Vouchers- The Elms Program- men in recovery program

Amesbury Housing Authority manages State Aided Public Housing units and Section 8 Housing Choice Vouchers.

Applicants may apply in person or on the CHAMP ( Common Housing Application for Massachusetts Programs) website at [Home - CHAMP \(state.ma.us\)](http://Home-CHAMP.state.ma.us)

Applicants must meet attached income limits.

State Aided Public Housing- Units owned by the Amesbury Housing Authority

### **Elderly Housing**

1 Bedroom units

Powow Villa 1	30 units
Powow Villa 2	30 units
Heritage Vale	43 units
Heritage Towers	102 units
<b>Total:</b>	<b>205 units</b>

### **Family Housing**

Macy Street & Macy Terrace

2 & 3 Bedroom Units

2 Bedrooms	15 units
3 Bedrooms	<u>12 units</u>
<b>Total:</b>	<b>27 units</b>

Orchard Park

1, 2, 3 and 5 Bedroom Units

1 Bedrooms	2 units
2 Bedrooms	5 units
3 Bedrooms	2 units
5 Bedrooms	<u>4 units</u>
<b>Total:</b>	<b>13 units</b>

***Applicants applying for State Aided Public Housing may be eligible for one of the following preferences:***

**Local Preference**

- Permanent resident of Amesbury on the date of the application and/or at the time the applicant is updated for nearing the top of the list.
- Employed in the city of Amesbury at the time of application and/or at the time the applicant is updated for nearing the top of the list.

An applicant that moves into the city of Amesbury and/or begins employment in the city of Amesbury after he/she has filed an application will receive the preference on the day of move in and or date of new employment on the waiting list.

**Veterans Preference**

An applicant that meets the requirement below will receive this preference.

A person who has served in the Army, Navy, Marine Corps, Coast Guard or Air Force for not less than ninety days active service and served during one of the war times on the Definition of Massachusetts Veteran document.

The Veteran preference shall include the spouse, surviving spouse, dependent parent or child of a veteran and the divorced spouse of a veteran who is the legal guardian of a child of the veteran.

***Applicants applying for State Aided Public Housing may be eligible for one of the following priorities: (see attached for further description of priorities)***

- Priority 1- Homeless due to displacement by Natural Forces
- Priority 2- Homeless due to displacement by Public Action (Urban Renewal)
- Priority 3- Homeless due to displacement by Public Action (Sanitary Code Violations)
- Priority 4- Homeless due to no fault loss of housing, domestic violence, severe medical emergency
- Priority 5- AHVP Participant who is living in a non permanent, transitional housing subsidized by AHVP program.
- Priority 6- Transfer for good cause (this applies to current AHA residents only)
- Priority 7- Standard Applicant who does not fit within any of the previous six priority categories.

Applicants must meet the attached extremely low income limits.

# AMESBURY HOUSING AUTHORITY FAMILY PUBLIC HOUSING DEVELOPMENTS



## ORCHARD PARK

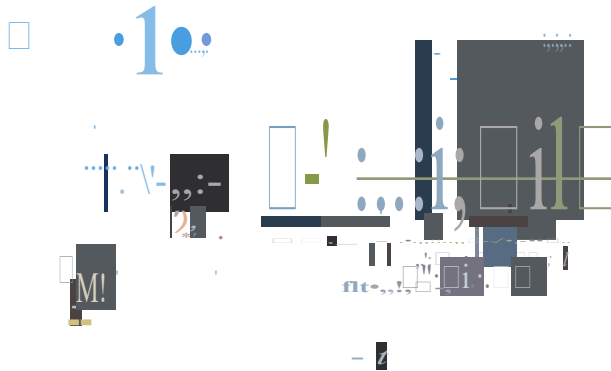
1 to 13 Orchard Park

2 - 1 Bedroom Units

5 - 2 Bedroom Units

2 - 3 Bedroom Units

4 - 5 Bedroom Units



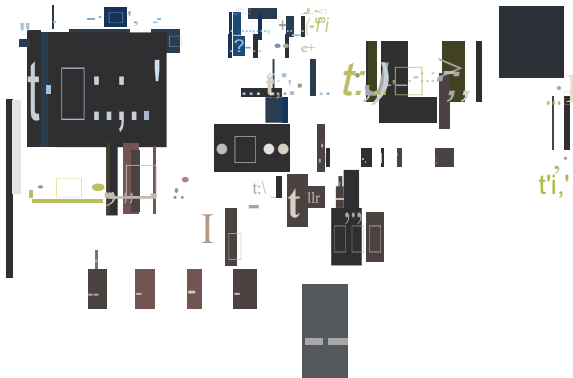
## MACY STREET

1 to 20 Macy Terrace

32 to 50 Macy Street

15- 2 Bedroom Units

12 - 3 Bedroom Units



## MACY TERRACE

28 to 38 Macy Terrace

10- 3 Bedroom Units

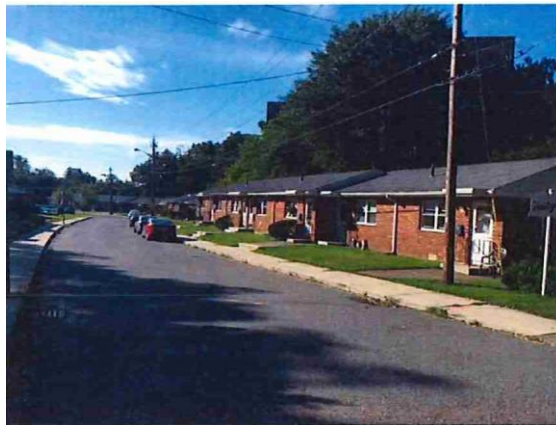
AMESBURY HOUSING AUTHORITY  
**ELDERLY & DISABLED**  
PUBLIC HOUSING DEVELOPMENTS



POWOWVILLA

1 to 60 Powow Villa Street

60 - 1 Bedroom Units



HERITAGE VALE

1 to 43 Heritage Vale  
*(Naysons Court)*

43 - 1 Bedroom Units

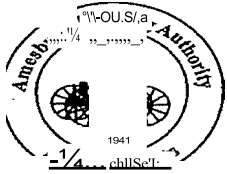


HERITAGE TOWERS

180 Main Street

102 - 1 Bedroom Units





# AMESBURY/MERRIMAC HOUSING AUTHORITY

180 Main St. Amesbury, MA 01913

P: 978 388-2022 F: 978 388-4926

## WEEKLY TIMECARD

Employee: \_\_\_\_\_

Position: \_\_\_\_\_

Position Status: \_\_\_\_\_

					Pay Code						
	Date	Time in	Time out		Regular	Holiday	Vacation	Sick	Personal	Other	Total
Monday											0
Tuesday											0
Wednesday											0
Thursday											0
Friday											0
Saturday											0
Sunday											0
					0	0	0	0	0	0	0

Employee Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# AMESBURY /MERRIMAC HOUSING AUTHORITY TIME OFF REQUEST

EMPLOYEE NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

DATES OF REQUEST: \_\_\_\_\_ HOURS \_\_\_\_\_

TYPE OF REQUEST:        VACATION  
                                 PERSONAL  
                                 SICK  
                                 OTHER

CURRENT BALANCE: \_\_\_\_\_ HRS

BALANCE AFTER REQUEST: \_\_\_\_\_ HRS

EMPLOYEE SIGNATURE \_\_\_\_\_

SUPERVISOR APPROVAL \_\_\_\_\_

EXECUTIVE DIRECTOR APPROVAL \_\_\_\_\_

Copy to:        Employee  
                    Payroll  
                    Supervisor  
                    Executive Director

***INSTRUCTIONS ON REVERSE SIDE***

**Employee:**

Complete Employee Name

Date of Request

Dates of Request with hours

Type of Request

Employee signs

**Supervisor (if applicable):**

Supervisor approves and signs

**Executive Director:**

Executive Director approves

***Copy sent to Employee, Payroll, Supervisor and Executive Director  
with current balance and balance after request.***