

Services Coordinator II

Department: Resident Services

Office: Alma Point

Location: Foster City, CA

WHY MIDPEN

At MidPen, we build communities that change lives. Since 1970, we have been committed to our mission: to provide safe, affordable housing of high quality to those in need; establish stability and opportunity in the lives of residents; and foster diverse communities that allow people from all ethnic, social, and economic backgrounds to live in dignity, harmony, and mutual respect.

We develop affordable housing, provide professional property management for all our communities, and coordinate robust onsite support programs that help residents thrive. We are active in 12 Northern California counties and have earned recognition as one of the nation's leading non-profit developers and stewards of affordable housing. Our current portfolio of more than 130 properties is home to 20,000 working families, seniors, and people with special needs. We take pride in delivering affordable housing solutions, and we invite you to join us on a journey toward social, economic, and racial equity.

ABOUT RESIDENT SERVICES

The Resident Services team is responsible for bringing essential support services to our residents. Our three areas (Family Services, Senior Services, and Health and Supportive Housing) build relationships with our residents by engaging, connecting, and providing services to help them maintain stable housing and achieve self-sufficiency. Our programming emphasizes long-term financial and physical health and mobility and spans financial workshops, ESL classes, senior wellness activities like Bingocize (BINGO and exercise!), after-school programs, and a six-week summer program for young residents. The Services team is also instrumental in ensuring food security through onsite food distributions in partnership with local organizations. Rooted in our ICARE values (Integrity, Collaboration, Accountability, Respect, and Excellence), and our Guiding Principles of Diversity, Equity, Inclusion, and Belonging, Resident Services also works closely with our residents and community partners, and their fellow MidPenners - including close collaboration with our Property Management team.

BENEFITS AND COMPENSATION

In 2023, MidPen was again certified as an official Great Place to Work®, and for good reason! In addition, we offer a best-in-class benefit package that includes healthcare options (Kaiser or Sutter), dental, vision, life & disability insurance. We also offer a wide range of voluntary benefits; 403(b) retirement investment opportunity and annual financial literacy and retirement planning options, FSA for childcare, medical and commuter benefit options, Employee Assistance program and pet insurance for our furry, feathered, and scaled friends. In addition to 14 paid company holidays, which include a paid winter holiday break between Christmas and the New Year, we offer 4 paid wellness days for employees to disconnect and recharge. As a learning organization, we encourage professional development and career advancement, and we offer up to \$3,000 annually (\$12,000 lifetime maximum) for education assistance with tuition reimbursement and/or loan debt relief that includes qualified family members. And, as a family-

friendly company, we offer a paid time off parental leave benefit of 12 weeks in a 12-month period for new or expecting parents. Check out our benefits snapshot on our careers page.

PAY RANGE

\$29.00 - \$32.00 Hourly - Pay based on applicable experience and qualifications

Property Type: Senior

POSITION OVERVIEW

The Services Coordinator II plays a vital role in delivering and engaging partners to deliver educational, health and wellness, and asset-building programming for residents of MidPen properties. The Services Coordinator II provides access to and delivers programs such as: After School Program, Summer Program, Academic Support and College Readiness Assistance, ELL and ESL Programs, Health and Education Workshops, Food Security Programs, Nutrition and Physical Activity, Financial Stability and Capability Training, Rental Assistance, and Lease Education. This position also leads outreach efforts and plans community events/interactions which builds trust and engagement.

ESSENTIAL DUTIES

Program Efficacy & Efficiency

- Supports large properties or multiple properties with highly complex needs; inclusive but not limited to language needs other than English, crisis management, and/or resource scarcity support
- Delivers onsite programs, ensures implementation of programs at assigned locations to meet agreed internal standards and objectives and applicable regulatory expectations
- Conducts door-to-door, phone, e-mail outreach and other marketing strategies to make residents aware of services offered
- Prepares and submits all necessary program documentation as required by MidPen and external agencies
- Assists in and/or provide crisis intervention in situations of moderate to high complexity and provide appropriate follow-up (including but not limited to child abuse or adult abuse reporting)
- Implements mandated reporting policies and procedures

Partnership Management

- Familiar with Services' partnership goals and selection criteria; actively engages and promotes property-level partners to support these goals/criteria and communicates with supervisor where improvements may be needed
- Collaborates well with local community agencies in proximity to assigned property
- Monitors provision of services provided by partners at assigned property

Customer Service

- Supports property-level needs assessments and associated follow-up (e.g., community meetings)
- Participates in development of property plans and is responsive to resident needs, including needs of high acuity populations, complex support requests and high volumes of support requests at larger properties
- Communicates and executes actions based on needs assessment

Data-driven Decision-making

- Maintain accurate property-level records and files (including but not limited to entering data and tracking all service activities on a daily/weekly/monthly basis)
- Ensure timely property-level reporting, consistent with Services' policies, procedures, and trainings

Effective Team Building

- Participates in staff and team meetings, trainings, group outings and other site sponsored events
- Models leadership at all levels and a can-do attitude with other team members
- Apprises direct supervisor of activities and incidents in a timely manner
- Cultivates collaborative relationships with Property Management and other colleagues
- Performs other duties as assigned, including serving on longer-term working groups/committees within and/or outside of Services, supporting special projects and/or collaborating on the development of training and new initiatives

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the education, knowledge, skill, and/or ability required.

Education and Experience

- B.A. or B.S. in Education, Social Work, Sociology, Gerontology, or related field and 1 year of experience and/or training in community development, social services, or related field; or an equivalent combination of education and relevant experience
- Minimum of one (1) year experience working in any of the following related areas required:
 - Families, adults and youth in a diverse population
 - Youth (5-12 age range) in a classroom or after school setting
 - Older adults/elderly support and/or service to those with acute health conditions
- Experience supporting program and service implementation and coordination
- Experience collaborating with local service providers

Knowledge, Skills, and Abilities

- English and Spanish written and verbal proficiency
- Demonstrated customer service orientation and excellent relationship-building skills and ability to productively resolve conflict
- Excellent judgment, discretion, troubleshooting and creative problem-solving skills when working with families and students
- Desire to work with high needs and untapped populations
- Excellent attention to detail and organizational skills and demonstrated ability to work independently and as part of a team
- Excellent reading, writing and verbal communications skills and comfortable communicating across language barriers, including using translation apps and services to navigate multiple language needs; [some positions may also include "proficient in Spanish, Russian, Korean or Vietnamese" if required at a specific property] bilingual requirements are determined based on resident/property population and will be applied accordingly

- Willing to learn, committed to improving and staying abreast of exemplary practices in the field of social services for special needs populations
- Effectively use Outlook, OneDrive, Teams, Zoom, Salesforce, Microsoft Office Suite, and other technology tools to support interactions with peers and supervisor
- Satisfactorily pass required background
- Must possess a valid California Driver's License, proof of current auto insurance, and reliable transportation

Physical Requirements

- Constantly perform desk-based computer tasks, frequently sitting
- Occasionally stand/walk, reach/work above shoulders, grasp lightly/fine manipulation, grasp forcefully, use a telephone, sort/file paperwork or parts, lift/carry/push/pull objects that weigh up to 15 pounds
- Rarely twist/bend/stoop/squat, kneel/crawl

Working Conditions

- Must be available to work 9:00 AM - 6:00 PM, Monday through Friday; a minimum of one but up to two or more evening(s) until 7:00 PM, and occasional weekends required
- Ability to travel between properties

This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

EQUAL OPPORTUNITY EMPLOYER

MidPen Housing Corp. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Consistent with its obligations under the law, MidPen Housing Corp. will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job. MidPen believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

To apply, visit <https://apptrkr.com/6002361>

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