

# The Primavera Foundation - Pathways Out of Poverty

<https://primavera.org/job/resource-specialist-resident-services/>

## Resource Specialist, Resident Services

### Description

#### PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is co-creating pathways out of poverty through housing, workforce development, homeownership and financial education, and community building and engagement.

As a member of the Asset Management Department, the **Resource Specialist** works with individuals and families in permanent affordable housing properties to assist them with short-term needs, partnering to create individual success plans as needed and providing resources throughout the process. The successful candidate will be a culturally-sensitive, assertive, detail-oriented, and proactive professional who thrives on change and innovation, is extremely disciplined, has a positive influence on others while setting high standards for self and others, is results-oriented, and demonstrates top-notch planning and coaching skills.

### Responsibilities

**DUTIES AND RESPONSIBILITIES** (*Work assignments may vary depending on the department's needs.*):

- Adhere to and demonstrate Primavera's guiding principles of integrity, respect, accountability, compassion, and leadership.
- Coach and guide residents in the process of creating individual success plans.
- Meet with assigned residents as needed, consistent with resident needs and availability, to monitor and update success plan progress with specific goals and timelines.
- Maintain focus on and guide residents toward achieving greater self-sufficiency on their pathways out of poverty including development of financial capability practices.
- Maintain electronic records for all assigned residents, and ensure that data is entered within 24 hours of each resident-related contact or activity.
- Advise and work with leadership to resolve all conflicts or challenges with residents as they arise.
- Coordinate, facilitate and/or attend collaborative resident progress meetings with other agencies, as needed, to assist families and individuals in achieving their goals.
- Act as a liaison with other service providers to coordinate services and to establish a network of beneficial referrals.
- Participate in required meetings and trainings.
- Maintain a safe work environment.
- Provide backup staff coverage and support of other programs as needed.
- Create an environment of empowerment through strength-based philosophy. Assist with implementation and follow through of Resident Engagement with residents.
- Other duties as assigned by leadership.

### Qualifications

#### KNOWLEDGE, SKILLS, AND ABILITIES

#### Hiring organization

Primavera Foundation

#### Employment Type

Full-time

#### Working Hours

40

#### Base Salary

\$ 18 - \$ 20

#### Date posted

September 20, 2023

- Understanding of and ability to exemplify the organization's vision, which is to promote economic and social justice while working to build a future in which all people are assured basic human rights, a livable income, and safe, affordable housing.
- Experience working with persons with behavioral health concerns.
- Understanding of and ability to demonstrate Primavera's guiding principles as listed above.
- Excellent verbal and written communication skills.
- Familiarity with local community resources for residents and the ability to offer referrals to those resources spontaneously.
- Ability to reliably work independently with minimal daily supervision.
- Ability to exercise sound judgment in decision-making situations.
- Ability to work collaboratively with diverse populations of residents, volunteers, staff, local agencies and organizations.
- Ability to maintain professional relationships and boundaries with residents.
- Ability to effectively manage stress in a fast-paced work environment.
- Ability to organize tasks and utilize time efficiently.
- Ability to assess and evaluate situations and respond in a professional and safe manner.
- Ability to communicate positively and professionally with residents, volunteers, and staff.
- Ability to positively embrace change and to make course corrections as needed.

#### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in related field from an accredited college or university
- One year of professional work experience as a case manager or resource specialist

*NOTE: A combination of relevant education and experience may be considered in lieu of degree and experience requirements.*

- Proficiency with computer systems and software, including Microsoft Word, Excel, and Outlook.
- Proficiency using computer database systems for tracking services provided to program residents.
- Must possess a valid Arizona Driver's license, clean driving record, and reliable transportation.
- Level 1 fingerprint background clearance or ability to obtain.
- Current CPR and First Aid certification or ability to obtain.

#### **PREFERRED QUALIFICATIONS**

- Demonstrated ability to articulate, and experience implementing, best practices around housing services for individuals and families experiencing homelessness.
- Demonstrated ability to build rapport and gain trust with diverse individuals.
- Bilingual in English and Spanish.

#### **PHYSICAL ENVIRONMENT/CONDITIONS**

- Standing for extended periods of time.
- Ability to climb stairs.
- Ability to lift up to 25 lbs.

#### **Contacts**

To apply for this position, please submit a cover letter and resume via email to [jobs@primavera.org](mailto:jobs@primavera.org).

**(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)**

*The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment, without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, ethnicity, age, pregnancy, mental or physical challenging condition, marital/family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic(s) in accordance with applicable federal, state, and local laws.*