



## Position Description

Job Title:	Community Engagement Coordinator	Department:	Asset Management
Reports To:	Property Manager	Travel Required:	Local
Position Type:	Full-Time	Updated:	April 2025

### Summary

The primary purpose of this position is to plan, organize, and coordinate services and programs that support elderly and disabled residents. The incumbent engages with residents and the resident organizations to determine their needs and to provide useful community resources/referrals and services. The incumbent is responsible for establishing positive working relationships with community partners. All activities must support The Preserve at Logan Park and Heritage at Sliding Rock's mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Identifies current and ongoing activities by local, state, and federal entities addressing senior issues. This includes social security income, social security, disability, Cost of Living Adjustment, HUD regulations, Temporary Assistance for Needy Families etc.
- Communicates with partners for referrals to establish appropriate supportive services. Identifies community agencies, and resources; provides linkage to resources such as transportation, medical and mental health care, social interaction, legal, financial, and placement recommendations as necessary.
- Prepares correspondence, technical and status reports, promptly, to keep management informed of the progress.
- Plans, implements, and promotes activities such as parties, holiday events, trips, healthcare education events, social events, and other special events for seniors. Also coordinates with the Resident Organizations to provide these services.
- Assists the residents with requests and applications for services; may research or contact residents to acquire missing information. May reach out to partner agencies such as social security, disability, Medicaid/Medicare, TANF etc. to ensure accuracy and documentation completion.
- Assists elderly and disabled residents in completing required documentation for Program Compliance. These include t recertification packets and documents, as well as annual interim recertification and documents.
- Recruit and support volunteers for special activities and events.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with the level of responsibility.



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**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys an understanding of, the comments and questions of others; listens effectively.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's work; does a fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

**Empathy:** Is understanding and responsive to participants' variety of needs and circumstances.

**Temperament:** sustain a positive and uplifting attitude to transcend through participants and their families.

**Motivation/Multi-Tasking:** Have the ability to work rapidly and efficiently. Be able to juggle multiple work responsibilities at once.

## Job Competencies

- Knowledge and understanding of property policies and procedures.
- Ability to provide appropriate referrals. Conduct interactions with participants confidentially and professionally. Promptly notifying management of any risk issues.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of property programs in assigned areas of responsibility.
- Considerable knowledge of resources available through community service agencies.
- Knowledge of the typical problems and needs of the senior/disabled population.
- Knowledge of the aging process, elder/senior services, disability services, alcohol and drug abuse by the elderly, mental health issues, and entitlement programs.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skills in customer service and resident relations.
- Ability to represent the property effectively in making presentations and conducting meetings with clients and community/public organizations.



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- Ability to plan and manage calendars and budgets.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, service providers, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds

### **Education and/or Experience**

Bachelor's degree in public relations, communication, psychology, gerontology, or other related field and a minimum of three (3) years of progressively responsible experience in community engagement. An equivalent combination of education and experience may be considered.

This position does require possession of a valid driver's license and the ability to be insurable under the property's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

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

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate. The position occasionally works on properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may require you to work with contractors as well as residents.



## Position Description

### Read and Acknowledged

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**Employee Signature**

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**Date**

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**Employee Name [printed]**