MANHEIM COMMUNITY LIFE GROUP

RESIDENTIAL COORDINATOR

Part-Time | 25 Hours per Week | On-Site
Reports to: Programs Director
Works Collaboratively With: House Manager, Executive Director, and Development Coordinator

POSITION SUMMARY

The Residential Coordinator provides case management and coordinates supportive services for residents in Manheim Community Life Group (MCLG) housing programs. This position helps residents build stability and independence through individualized planning, resource coordination, programming, and progress monitoring, with continued support across MCLG programs as appropriate.

INTAKE & ADMISSIONS

- Coordinate inquiries, applications, screenings, interviews, and assessments using established admission criteria.
- Collaborate with the Programs Director on admission reviews and interviews. The Programs Director makes admissions decisions; unresolved issues go to the Executive Director for a final decision.
- Complete intake documentation and develop initial resident goals and service plans.
- Coordinate admissions, move-ins, and transitions.
- Provide resources and referrals to applicants not accepted into MCLG housing.

CASE MANAGEMENT & RESIDENT SUPPORT

- Meet individually with residents each week to provide case management.
- Develop and update resident goals addressing housing, employment, finances, education, family needs, and other priorities.
- Connect residents with community resources and help them access needed services.
- Provide short-term supportive guidance, crisis support, and conflict resolution within the scope of the position.
- Attend resident appointments when needed to support case-management goals.
- Maintain relationships with community agencies and service providers.

RESIDENT PROGRAMMING

- Identify resident needs and coordinate individual and group programming.
- Collaborate with staff and outside professionals to provide programming and supportive services.
- Communicate programming and volunteer-support needs to the Programs Director, who schedules in-house program volunteers.
- Evaluate programming and recommend adjustments based on resident needs and program goals.

RESIDENTIAL COORDINATOR

DOCUMENTATION, OUTCOMES & CONTINUING SUPPORT

- Maintain accurate, timely, and confidential resident records, including assessments, plans, progress notes, and releases.
- Track resident progress and complete required reports and outcome measurements.
- Begin housing and long-term stability planning at intake and support residents through transitions.
- Provide or coordinate continued case management and aftercare through Next Steps and other MCLG programs as appropriate.
- Keep the Programs Director informed of resident progress, significant concerns, and program needs.
- Collaborate with the House Manager on resident needs while maintaining clear boundaries between case management and house operations.
- Perform other reasonably related duties assigned by the Programs Director.

QUALIFICATIONS & CHARACTERISTICS

- Bachelor's degree in Social Work or a related human services field required.
- Knowledge and experience related to homelessness, mental health, addiction recovery, and barriers to housing stability.
- Knowledge of Lancaster County social services and community resources.
- Ability to work respectfully with people from diverse backgrounds.
- Strong interpersonal, written, and verbal communication skills.
- Strong organizational, documentation, and follow-through skills.
- Sound judgment, problem-solving skills, confidentiality, and professional boundaries.
- Ability to work independently and collaboratively using current documentation and communication tools.
- Commitment to the mission and purpose of Manheim Community Life Group.

SCHEDULE & POSITION REQUIREMENTS

- Work on-site for 25 hours per week.
- Attend all organization-wide events.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this job description and understand my responsibilities and expectations. This description outlines the general nature and level of work and may be revised as MCLG's needs evolve.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name and Title: _____

Supervisor Signature: _____ Date: _____