

Tioga County Housing and Redevelopment Authority

Bradford County Housing Authority

Resident Services Internship

Purpose:

The primary function of this Internship is to support the Resident Service Coordinator (RSC) in effectively assisting tenants who have requested support to enhance their quality of living and maintain their residency without interruption through the Resident Opportunities and Self-Sufficiency (ROSS) Grant. Interns will provide support to RSC by providing tenants with information and assist with the entry process into supportive local services/resources. Interns will work in tandem with the RSC to assure that tenants residing in Tioga/Bradford County Housing Authority Public Housing sites have a viable resource to connect them to vocational and educational opportunities as well as services to address any medical, mental health, etc. needs. This internship is unpaid but travel reimbursement during scheduled work hours is offered.

Work Location:

This position is based in the Central Office, located in Mansfield, Pennsylvania. Travel accompanying Service Coordinators in both Tioga and Bradford County is required.

Essential Job Functions: Duties include but are not limited to the following:

As an intern, you will assist the RSC with the following:

- Welcome new residents (and establish contact with existing residents); explain the Resident Services Program, its offerings, and the role of the RSC;
- Identify, assess, select, develop and maintain referral partnerships/relationships with local resource agencies;
- Provide supportive linkage between residents and referral agency staff when residents or agencies request assistance;
- Work with the property management team when a resident is identified as being in jeopardy of eviction and offer linkage to rectify the situation; when requested, work with property management in mediating conflicts between tenants;
- Establish Resident Services Program targets; consistently track and measure program target progress; regularly report program outcomes to both internal and external stakeholders; analyze and utilize outcome data as the basis for continuous program improvement;
- Help to facilitate tenant meetings, community, and social activities if desired by residents and in accordance with ROSS philosophies;

- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency;
- Maintain electronic files detailing your work and intervention strategies with tenants;
- Assist in compiling and completing statistical data to be submitted annually to HUD;
- Assist in devising and monitoring the implementation of all Resident Services programming and special events;
- Assist in the preparation and submittal of any/all required documents for any existing grants pertaining to Resident Services or building management related to the implementation of resident services;
- Attend community outreach programs and facilitate events designed to increase public awareness;