



50 East 168th Street, Bronx, New York 10452

www.WHEDco.org

Title: Family Support Worker – Tenant Community Coordinator
Location: Urban Horizons (50 East 168th Street, Bronx NY 10452) and Intervale Green (1303 Intervale Ave, Bronx NY 10459)
Reports to: Vice President, Family Support and Housing Services

The Women’s Housing and Economic Development Corporation (WHEDco) is a community development organization founded on the radically simple idea that all people deserve healthy, vibrant communities. We build award-winning, sustainable, affordable homes – but our work is not over when our buildings are complete. WHEDco believes that to be successful, affordable housing must be anchored in strong communities that residents can be proud of. WHEDco’s mission is to give the South Bronx access to all the resources that create thriving neighborhoods – from high-quality early education and after-school programs, to fresh, healthy food, cultural programming, and economic opportunity. See www.whedco.org for more information.

WHEDco affords all qualified applicants equal employment opportunities without discrimination because of race, creed (religion), color, sex, gender, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, or any other category protected by law. WHEDco follows the requirements of the New York Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

Job Summary:

WHEDco seeks a Family Support Worker – Tenant Community Coordinator to join its Family Support team. WHEDco’s Family Support services link Bronx residents to resources that are critical for success and prosperity, including benefits counseling, mental health counseling, school partnerships, a weekly food pantry and access to other vital resources. The Tenant Community Coordinator will provide case management services and demonstrate appropriate goal setting and effective practice skills in a collaborative model with WHEDco’s on-site programs. The population to be served is building and community residents at two of WHEDco’s affordable housing developments -- Urban Horizons and Intervale Green – located in the South Bronx.

Specifically, the Tenant Community Coordinator will manage a caseload, providing individual case management services; organize tenant activities; engage in advocacy, resource and referral services to a diverse population. A central focus of this role will be to work creatively with clients to ensure that they attain public benefits, housing assistance, legal assistance, employment/vocational training, mental health services and other critical resources as needed.

Responsibilities:

- Perform case management services according to protocols designed by the VP/Director.

- Work individually with tenants who require intervention in the following areas: counseling, education/vocational training, employment, domestic violence, substance abuse, crisis intervention, public benefits advocacy, housing advocacy, legal services, etc.
- Provide appropriate internal and external referrals as needed.
- Maintain on-going communication with service providers to ensure quality of service and to monitor outcomes.
- Assess the need for and coordinate organized tenant activities such as: workshops, support groups, educational and employment events, activities for children, etc.
- Along with Property Management staff, conduct bi-annual apartment inspections.
- Along with Housing Development and Property Management teams, schedule and facilitate regular tenant meetings.
- Develop and maintain linkages within a network of multidisciplinary human service organizations for the purpose of information exchange and referrals in the broader community.
- Maintain accurate and timely client records and case notes in WHEDco's Client Tracking System.
- Attend meetings that include but are not limited to: team meetings, case conferences, interdisciplinary meetings and scheduled supervisory meetings.
- Participate in in-house and external staff development and training activities.
- Perform other related duties as may be requested by the VP/Director.

Qualifications:

- Bilingual English/Spanish required
- Bachelor's degree required, Master's degree preferred, in any field
- Minimum of 2-3 years' related experience preferred
- Motivated, creative and resourceful self-starter who takes initiative
- Ability to move easily and effectively between working alone independently and working collaboratively with a team of co-professionals
- Available for events and/or meetings some evenings and weekends
- Knowledge of case management, advocacy, family/youth services and childcare - preferably in a community environment
- Compassionate demeanor with an understanding and appreciation of professional boundaries
- Basic computer skills required (Microsoft Office)

Excellent benefits and competitive salary based on experience.

To respond, send a cover letter and resume to one of the following:

Email: FamilySupportWorker@whedco.org

Mail: WHEDco, 50 East 168th Street, Bronx, NY 10452

Attn: Ms. Roberts, Vice President of Family Support and Housing Services