



POSITION TITLE: Resident Services Class Instructor DEPARTMENT: Resident Services PROFESSIONAL DEVELOPMENT TIER: I % TIME IN COMMUNITY: 100%	CLASSIFICATION: Hourly, Non-Exempt REPORTS TO: Manager of Resident Services WORK SCHEDULE: Part-Time Afternoon or Morning hours (with flexibility)
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POSITION SUMMARY:

The Part-time Resident Services Instructor serves as support staff as part of the Resident Services programs on Avenue’s various multi-family property locations in order to increase quality of life for residents.

The job of the Resident Services Instructor is to create a fun and safe learning environment for resident children and adults through enrichment programs. The instructor will implement enrichment and recreational activities while providing supervision and instruction onsite. They will assist resident children with homework and tutoring as well as provide resources and referrals to resident adults.

ESSENTIAL FUNCTIONS/ BIG ROCKS:

The section below summarizes the Essential Functions of the job:

% of Time	Essential Function:	Measured By:
60%	Implement Class Activities <ul style="list-style-type: none"> • Supervise resident children (ages 4-17) in after-school program doing homework or school projects <ul style="list-style-type: none"> ○ Assist students with homework assignments and provide tutorials as needed. • Take additional special precautions to ensure social distancing and sanitization practices. • Pass out flyers to residents to inform them about resident programming and events • Maintain daily attendance logs and incident reports as needed • Collect intake forms for all new participants • Manage any conflict resolution with residents according to safety and class rules outlined within intake forms 	<ul style="list-style-type: none"> • Established relationships with residents and resident children • Tracking increase in engagement (via attendance and number of classes provided) in support of internal production goals
20%	Resources and Referrals <ul style="list-style-type: none"> • Fill out internal referrals on behalf of residents to track what community resources are being provided • Help residents apply for local community resources as needed • Utilize Avenue office equipment (internet/copy machines) to assist residents without technology access 	<ul style="list-style-type: none"> • Number of resource and referral forms tracked via CRM
10%	Class Prep and Planning <ul style="list-style-type: none"> • Participate in monthly team planning meetings to collaborate on activity planning • Helping with maintaining inventory of class supplies 	<ul style="list-style-type: none"> • Ongoing communication and input on class activity plans
10%	Administrative Duties <ul style="list-style-type: none"> • Track expenses and maintain receipts with approvals • Submitting all class documentation (sign-in sheets, incident reports resources and referrals forms) on a weekly basis • Tracking and submitting timesheets on a bi-weekly basis 	<ul style="list-style-type: none"> • Expenses submitted by 5th day of the following month • Class documentation submitted to supervisor by Friday of every week

INTERACTIONS		
<i>Identify the types of interaction an incumbent in this position would have with other employees, departments, organizations, both inside and outside the Company.</i>		
Type of Work Interaction (i.e. work with coworker, work with vendor)	Interaction Intent (i.e. report information, create RFQ, negotiate, answer questions)	
Residents	Ongoing interaction with Avenue community residents through class delivery and through resources and referral intakes	
Property Management	Ongoing communication to maintain the partnership as well collaborate on resident programming	
Manager Resident Services	Ongoing; meetings and 1:1 check ins on goals and progress, problem solving, program guidance	
Resident Services Instructor Team	Collaborate on resident programming support and to facilitate process improvement suggestions. Back-up as need when a team member is out	
DECISION MAKING		
<i>examples of decisions that an incumbent in this position might make when performing the job and the impact these decisions have.</i>		
Examples of Decisions	Who, if Anyone Reviews These Decisions?	What is the Impact of These Decisions?
Class Activity Programming	Manager of Resident Services	Programmatic
Any purchasing of supplies by property (\$50 per month)	Manager of Resident Services	Operational and Budgetary
PROBLEM SOLVING		
<i>Identify the typical types of problems an incumbent in this position may solve on a regular basis. Include information on who else may be involved in helping with problem resolution. Is the incumbent accountable/responsible for final outcome?</i>		
This role will have to work to build trust with residents and identify reasons for low or inconsistent attendance/engagement. They will have to actively work to gain buy-in from residents to attend and take advantage of new programming and work to find the appropriate resources within the local community that align to resident needs.		

JOB SPECIFICATIONS/ QUALIFICATIONS:

Education and Training
 H.S. Degree / GED College Degree Certification/License*

Experience

Required

- Bilingual- (English & Spanish) excellent verbal and written proficiency required
- Must pass Background Check
- Must have reliable transportation with a valid TX Driver's License
- Enjoy being with and working with children

Preferred

- 1-2 years of Experience working with students from diverse backgrounds specifically low-income communities.
- Data entry and/or reporting experience
- Experience teaching and/or tutoring students either in person or virtually

Knowledge, Skills & Abilities

- A desire to support children in improving their skills and interest in literacy and academic enrichment subjects
- Ability to maintain a safe environment for program participants.
- Ability to interact effectively and confidently with diverse individuals



- Maintain confidentiality and security of all information
- Team orientation, with proven ability to work collaboratively with staff and external parties.
- Technical skills: competency with computer software and hardware
- Ability to identify areas of improvement for processes, policies and procedures
- Strong attention to detail, time-management skills
- Enjoys being part of a small team and pitching in as required.
- Proficiency with CRM
- Professional verbal and written communications skills (REQUIRED FOR ALL JOBS)
- Utilize a solution-oriented framework for problem solving, working collaborative with stakeholders to find a positive outcome while upholding our organizational values with a focus on advancing our mission. (REQUIRED FOR ALL JOBS)
- Working knowledge of Microsoft Suite (Outlook, Word, Power Point) (REQUIRED FOR ALL JOBS)

Supervisory and Management Duties

- This position does not directly supervise any employees

Asset Responsibility

- Laptop
- Building Access Card
- Office Key

Work Environment

The work environment may be outside of a temperature-controlled office. In the event of work being performed outside of a temperature-controlled office environment, it is required that appropriate clothing, footwear and PPE are worn (when appropriate) to maintain safety standards. The noise level for this role is described as moderate.

Physical Requirements

This position requires frequent sitting for long period of time, occasional walking, standing, stooping, bending and twisting of the neck, bending and twisting from the waist, and reaching overhead. This position requires frequent fine manipulation and simple grasping of both right and left hands (e.g. typing, holding telephone receiver, and utilizing writing implements.) This position requires occasional lifting of no more than 30 lbs. While performing the duties of this Job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and color vision. This position requires close vision (clear vision at 20 inches or less) and the ability to adjust focus.

Reasonable accommodations may be made, in accordance with applicable laws, to enable individuals with disabilities to perform the essential functions.

Acknowledgment

I have read and understand the above job description. I attest that I can work in these conditions, and can fulfill the Essential Functions and Physical Requirements, to include any other reasonable requests that are asked of me. I will immediately notify my Manager if I am unable to comply with this job description for any reason.

Signature _____ Date _____