



Low-Income Housing Tax Credit Program

Resident Service
Coordinator
Guideline

2026

The Connecticut Housing Finance Authority provides this Resident Service Coordinator (RSC or “Service Coordinator”) Guideline to describe the roles of the service coordinator in affordable multifamily rental housing, and in particular, supportive housing. The role of the RSC is to refer and coordinate resident access to necessary supportive services in the community, including case management services as needed and requested. RSCs also coordinate or offer connections to programs and resources that support wellness for the entire resident population. See below for a list of what Service Coordinators *are* and *are not*.

Service Coordinators ARE:

- Advocates on behalf of their residents who can address questions or concerns
- Referral agents for residents on available community-based programs and service providers
- Facilitators of access to wellness, education and social/recreational opportunities for residents
- Motivators who empower residents to be as independent as possible
- Monitors who follow up with services provided to residents
- Champions who encourage residents to adhere to a healthy lifestyle

Service Coordinators ARE NOT:

- Direct service or care providers
- Recreation or activity directors
- Duplicators of existing community services
- Distributors of medical aids, medications, or medical advice
- Handlers of residents’ finances
- Managers or leasing agents
- Drivers of residents
- Organizers or leaders of resident associations or councils
- Powers of Attorney or any other legal representative for residents

Importantly as noted above, RSCs are NOT direct supportive service providers or case managers. Please refer to the current Supportive Housing Guideline, revised for 2026, for additional information on providing direct services in supportive housing.

The State of Connecticut Interagency Council on Supportive Housing and Homelessness presented a comprehensive [Resident Service Coordinator Resource Guidebook](#) effective October 2025. Applicants are advised to familiarize themselves with these resources.

SAMPLE JOB DESCRIPTION: RESIDENT SERVICES COORDINATOR

Primary Duties and Responsibilities:

To maintain residents’ independent living status, assess the individual needs of residents and work with them to establish and maintain linkages to needed supportive services. Maintain regular contact with identified residents, monitoring the delivery of supportive services desired or required by the resident.

General Duties and Responsibilities

- Provide general assistance and advocacy related to supportive and social services to all residents; provide up to date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Develop and maintain linkages with community resources such as the Area Agency on Aging and Local Mental Health Affiliates to remain current regarding information and services available to address resident needs.
- Act as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
- Work cooperatively with residents and their families when planning for relocation to a nursing home or other long term care facility is required.
- Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring educational and therapeutic programs for resident participation.
- Provide assistance in resolution of inter-resident conflicts and resident-family difficulties.
- Plan employee training sessions to educate staff about normative aging processes, aging in place, service coordination, and other subject areas related to main duties and responsibilities.

Required Education, Skills and Experience:

Education/Credentials:

BS/BA degree in a human services or related discipline, or five years relevant experience in a position involving direct contact with persons with special needs, including elderly, homeless and young adults.

Skills:

- Superior interpersonal skills
- Effective written and verbal communication skills
- Superior organizational ability
- Ability to work independently with little or no direct structure or supervision
- Crisis intervention skills
- Mediation/Conflict resolution skills

Experience:

Related human or social services experience. Should possess knowledge of the service needs of relevant populations to be served, i.e., aging network, aging processes, homeless services and intervention techniques.

ⁱ Additional resources may be found on the HUD Exchange at <https://www.hud.gov/hud-partners/multifamily-programs>