



**Job Title: Resident Services Coordinator**

**Location: Amy Lowell and East Canton Street Apartments Boston, MA 02114**

**Hours: Full-Time**

**Job Description:**

HallKeen Management is seeking a high-energy, hands-on Resident Services Coordinator (RSC) to support two properties in Boston. The RSC will be working at a LIHTC property with a large Elderly-Disabled population and a layered-Affordable Family Property, both in Boston. The RSC works closely with the Property Managers and clients to assist with the administration and operation of the development, while bringing a social service perspective to the management team, to address the needs of the residents. The RSC provides support and lease education to residents regarding issues that may affect their tenancy, coordinates programs and oversees resident targeted programs. Programs coordinated help build a healthy housing community and strengthen connections between residents, management and the local community.

**Responsibilities:**

**Below is a sample of some core RSC responsibilities:**

1. Welcome new residents (establish contact with existing residents) and explain the resident services program, its offerings, and the RSC role in providing information and support in assisting residents interested in accessing local service resources.
2. Develop on-going cooperative network of local social services agencies, such as Department of Mental Health, VinFen, Justice Resource Institute that would effectively assist residents to achieve their life opportunities objectives.
3. Serve as liaison to community agencies, network with community providers and seeks out new services available to the residents, providing the supportive linkage between residents and referral agency staff when residents or agencies request assistance.
4. Develop a Resource Directory listing state and/or local service providers that residents can contact for assistance (e.g. services to families, children, individuals who are elderly, persons with disabilities, in need of emergency assistance).
5. Work with the property management team when a resident is identified as being in jeopardy of eviction and offer linkages and referral support to the resident to positively and quickly rectify the situation for rent payment issues, behavior issues, over-collecting and other lease violations.
6. 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 outcomes data as the basis for continuous program improvement.
7. Conduct intake, orientation and a needs assessment of residents, constructing an appropriate services plan that identifies individual and /or family needs when appropriate services and benefits to fit their needs; inform resident of available resources and provide support in accessing those services successfully.

8. Through the development of supportive professional relationships the RSC will connect residents with programs that help them enhance the quality of their lives, empower and encourage them in taking the steps to achieve self-sufficiency.
9. When requested, work with property management in mediating conflicts between tenants. Serving as an advocate and liaison for residents and/or property management i.e. reasonable accommodations.
10. Complete other housing and resident related assignments as directed by the supervisor.

**Qualifications and / or Experience:**

Requires strong interpersonal and communication skills, be responsible, detailed oriented and self-sufficient. Candidate should have prior experience in social work or human services. A degree in social work or social services is a plus.

**Suggested Skills/Background Needed:**

1. Enthusiasm in working with people
2. Experience with community organizing and the social service system
3. Ability to work with people from ethnically and socio-economically diverse backgrounds.
4. Some background and experience in affordable housing programs
5. Ability to multi-task and complete assignments that sometimes occur in a stressful environment
6. Strong verbal, written and interpersonal communication skills
7. Computer and technology proficient
8. Program evaluation experience helpful
9. Ability to maintain confidentiality of sensitive information.

**Minimum Requirements:**

The successful candidate for the RSC position will possess:

1. A bachelor's degree in the field of human services, plus a minimum of 1 year of experience working with people of low income; or a minimum of 3 years of documented, successful experience in community development or community-organizing activities
2. Demonstrated working knowledge of entitlement programs, supportive services, local social service system or the proven ability to quickly develop such knowledge
3. The ability to identify, assess, select, develop and maintain community service referral partnerships that assist residents in achieving their life opportunities objectives
4. Excellent interpersonal, verbal, and written communication skills
5. Demonstrated experience in successfully working with diverse populations
6. Competent computer and technology skills
7. The ability to establish, maintain, track, measure and report to stakeholders the program's objectives and their efficacy in assisting residents to achieve their life opportunities and objectives.

**Benefits:**

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit.

**If you are interested in applying or know someone to refer for the position please fax or e-mail resume to 617-227-6032 or JEaton@hallkeen.com**