



**Job Title: Enhanced Resident Services Coordinator**

**Location: General Shepard Apartments, Westfield, MA 01085**

**Hours: Full-Time 40 Hours per Week**

**Salary Range: \$53K-\$60K**

**About the Role:**

Hallkeen Management is seeking a dynamic, hands-on Enhanced Resident Services Coordinator to support residents at General Shepard Apartments an elderly and disabled housing community in Westfield, MA. Working alongside the Property Management team, you will bring a social service perspective to daily operations and connect residents with the support they need to live safely, independently, and with dignity.

You will partner with the on-site wellness nurse and other health agencies to provide supportive services and plan and oversee on-site programs such as fall prevention, nutrition, medication management, technology and social-emotional well-being. You will also provide lease education and tenancy support, helping build a healthy community that strengthens connections among residents, management, and the wider Westfield community.

**Key Responsibilities:**

**Resident Engagement and Support:**

- Welcome new residents and introduce them to existing neighbors. Explain the resident services program and your role in connecting them with local resources.
- Conduct intake, orientation, and needs assessments, then develop individualized service plans and support residents in successfully accessing services and benefits.
- Build trusting, professional relationships that empower residents to improve their quality of life and maintain independence.

**Community Partnerships:**

- Develop and maintain a cooperative network of local agencies.
- Serve as liaison between residents and referral agencies and actively seek out new services for residents.
- Create and regularly update a Resource Directory of state and local providers, including services for seniors, persons with disabilities, families, and emergency assistance.

**Tenancy Preservation and Advocacy:**

- Work with Property Management when a resident is at risk of eviction, offering prompt referrals and support to resolve rent payment issues, behavioral concerns, [hoarding/housekeeping concerns], and other lease violations.

**Program Development and Outcomes:**

- Coordinate on-site health and wellness programming with nurses and health partners.
- Set annual program targets, track progress, and report outcomes to internal and external stakeholders.
- Use outcomes data to drive continuous program improvement.
- Handle other housing- and resident-related assignments as directed by your supervisor.

**Minimum Requirements:**

- Bachelor's degree in human services or a related field **plus** at least 1 year of experience working with low-income populations; **or** at least 3 years of experience in Resident Services, Case Management, Community development or Community organizing
- Working knowledge of entitlement programs, supportive services, and the local social service system, or a proven ability to develop that knowledge quickly
- Demonstrated ability to identify, develop, and maintain community referral partnerships
- Demonstrated experience working with diverse populations
- Excellent written, verbal, and interpersonal communication skills
- Proficiency with computers and technology
- Ability to establish, track, measure, and report program objectives and results

**Preferred Qualifications:**

- **Fluency in Russian (spoken and written)**, to better serve Russian-speaking residents and their families
- Degree in social work or social services
- Experience in affordable housing programs
- Experience with program evaluation
- Ability to multitask and stay composed in fast-paced or stressful situations
- Strong commitment to confidentiality when handling sensitive information

**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.

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