Job Title: Resident Service Coordinator
Location: Prence Grant, Marshfield, MA 02050
Hours: Temporary Full-Time moving into Permeant Part-Time 25 hours a week
Pay Rate: $25. Per hour

Job Description:
HallKeen Management is seeking a high-energy, hands-on Resident Services Coordinator (RSC) to work on-site at a Senior apartment community in Marshfield, Ma. The RSC works closely with the Property Manager 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.
Hours: Part Time 25 hours a week

The primary function of the Resident Services Coordinator (RSC) is to effectively assist residents obtain support in enhancing the quality of their daily lives. This may mean working with families to move forward to fully and successfully participate in social, educational and /or economic mainstream. The RSC provides residents with information about access to supportive services and resources that can assist the residents to achieve their life opportunities and objectives and/or to "age in place" with the help of support service delivery system. The Resident Service Coordinator is an integral part of the housing management team and plays a critical role in the overall positive maintenance of the property for the peaceful enjoyment of its residents and the overall climate of respect for their community.

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 with local service agencies that will effectively assist residents to achieve their life opportunities objectives.
3. Serve as liaison to community agencies, 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 may 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 /or mediate conflicts between residents. Offer linkages and referral support to the resident to positively and quickly rectify the situation.
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. Help to facilitate the formation of Resident Associations within the property if residents are interested. The formation of these groups would be to assist residents in planning social events, organize activities and discuss daily life issues. Organized social/educational events may also include subjects related to health care, agency support, life skills, referral sources, etc.
8. Insure effective communication with residents, by newsletter, flyer, bulletin board, etc. making sure that communication is inclusive of residents whose primary language isn't English and who, as a result, have limited English proficiency, and people with visual and cognitive impairments.
9. Complete other housing and resident related assignments as directed by the supervisor.

Qualifications and / or Experience:
Requires strong interpersonal and communication skills, ability to be detail oriented and self-sufficient. Candidates should have prior experience in social work or human services. A degree in social work or social services is a plus.

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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