Job Title: Resident Services Office Coordinator
Location: Wamsutta Preservation New Bedford, MA 02740
Hours: Full-Time
Salary: $54K

Job Description

HallKeen Management seeks a hands-on Resident Services Office Coordinator (RSOC) to provide case management and front-office support at New Bedford affordable housing communities serving elderly and disabled residents and families. We are looking for a bright, energetic individual who enjoys contributing to a variety of tasks in a supportive, team-based atmosphere; bilingual proficiency in English and Spanish is preferred. The RSOC manages a resident caseload, partners with Property Managers to stabilize tenancies, connects residents with services, and supports daily office operations.

Responsibilities

1. **Case management and service planning:** Prioritize resident needs and risks; conduct intake, assessments, scheduled contacts, and appropriate home visits; create measurable service plans; and document follow-up.
2. **Referrals and partnerships:** Connect residents with health, mental health, elder, disability, benefits, and other community services; maintain provider relationships and a current Resource Directory; follow cases through service delivery.
3. **Tenancy preservation:** Partner with property management to address eviction risks, coordinate supports, monitor compliance, and assist with recertifications and reasonable accommodations.
4. **Crisis response, advocacy, and mediation:** Respond to crises, make emergency referrals, follow mandatory reporting requirements, advocate for residents, and mediate conflicts when requested.
5. **Front-office support:** Greet residents and visitors; answer calls and emails; route inquiries; schedule appointments; distribute notices and mailings; maintain files; and assist the Property Manager with clerical tasks.
6. **Work orders:** Receive and enter maintenance requests, route them to maintenance, and update residents on status.
7. **Documentation and reporting:** Maintain timely, confidential case notes and records; track outcomes; and report to internal and external stakeholders.
8. **Community engagement:** Coordinate resident events and programs, and complete other housing- and resident-related assignments as directed.

Qualifications and/or Experience:

Candidates should have direct case management, social work, or human services experience, including assessment, service planning, crisis intervention, and documentation. A bachelor's or master's degree in social work or a related field is preferred; licensure (LSWA, LSW, or LCSW) is a plus. Strong communication, judgment, organization, customer service, confidentiality, and independent work skills are required. Experience with older adults, people with disabilities, affordable housing, entitlement programs, trauma-informed or strengths-based practice, databases, and bilingual communication is valued.

Minimum Requirements:

1. Bachelor's degree in social work, human services, or a related field plus at least two years of direct case management experience with low-income populations; or at least three years of documented resident services, case management, or social service experience.
2. Experience conducting assessments, developing individualized service plans, managing an active caseload, responding to crises, and applying mandatory reporting requirements.
3. Working knowledge of entitlement programs, supportive services, affordable housing, and the local social service system—or the demonstrated ability to develop that knowledge quickly.
4. Ability to build community referral partnerships, follow cases through resolution, and establish, measure, track, and report service goals and outcomes.
5. Excellent interpersonal, verbal, and written communication; timely documentation; experience serving diverse populations; and competent computer and technology skills.

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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