



JOB DESCRIPTION

Job Title: Resident Services Coordinator, Anchor Point (Full-Time)

Department: Resident Services

Reports to: Senior Resident Services Coordinator

Supervises: N/A

Status: Non-Exempt

Current Incumbent:

Summary: The Resident Services Coordinator (RSC) is instrumental in providing and coordinating support and resources to promote independence, positive health, and housing outcomes for the 38 families living at our Anchor Point community. The RSC will play a crucial role in coordinating daycare/after school programming, educational and professional opportunities, culturally appropriate events, and will serve as an overall resource for families composed of different socio-economic backgrounds, ages, and compositions.

As a staff member who works closely with many outside partners and agencies the RSC is always expected to conduct themselves in a professional manner that represents HCP's core Mission and Values. This position requires a high level of teamwork with a team of property management, maintenance personnel, and others in order to best serve the residents of our community.

Essential Duties and Responsibilities:

- The RSC connects and supports residents to community resources to uphold lease obligations, live well, and make progress towards individual goals. This can include but is not limited to: daycare/afterschool resources, supporting with Beverly Public Schools enrollment, adult education or vocational goals, recreational programming for children ages K-12, and relevant group activities for both adults and children.
- Above all, works diligently with residents to ensure they are supported to remain housed. The RSC is instrumental in working with families to avoid preventable departures, intervening to extend tenancy when possible.
- Assist residents who are interested in identifying and accessing paths to meet education goals, grow income and assets, and pursue a path to home ownership if interested.
- Provides general case management and referral services for all residents needing or requesting assistance, including but not limited to rental assistance, health insurance enrollment or changes,

support with benefits such as SNAP and unemployment, etc. Monitors progress through the various systems in a proactive manner and documents through case notes.

- Acts as a resource for residents who wish to learn about and access local resources and supports such as daycare, local schools, and employment opportunities.
- Meets with new residents prior and upon move-in, and establishes positive relationships to support successful transition.
- Informs residents of application procedures, client rights, lease obligations, and provides advocacy as appropriate.
- Develops, updates, and shares resource lists for residents.
- Accompanies property management when conducting apartment inspections to assist in resolving challenges or violations; documents challenges and reports to supervisor, scheduling follow up meetings with resident as needed until challenge is resolved.
- Collaborates with property manager on a daily basis, identifying residents in need of assistance and supports the resolution of any lease violations.
- Maintains regular documentation of referrals, resources, and outcomes in resident files in a secure location to ensure privacy and confidentiality.
- Completes monthly reports as requested and attends monthly meetings with other HCP staff.
- Establishes and maintains positive relationships with community agencies as needed to ensure positive rapport and partnerships to benefit residents.
- Provides support and crisis intervention on behalf of residents and their families.
- When required, effectively manages, and deescalates crisis situations, proactively communicating with Manager, local community, and other relevant HCP staff as needed.
- Networks with other housing and/or homeless agencies on the North Shore to provide alternative programming, housing, or other solutions.
- Attends professional seminars and conferences related to homeless services, trauma, family housing, and self-development.
- Attends and participates in departmental, organization-wide and other meetings.
- Acts in the best interest of the organization, reflecting the values of teamwork, collaboration, mutual respect, and a sense of humor.
- Other duties as assigned.

Covid-19 Considerations:

- Provide consistent communication regarding safety protocols or vaccination information to residents via telephone or email.
- Conduct occasional wellness calls with residents and supporting documentation.
- Stay informed of emerging supports, policy changes, and potential challenges during the public health crisis.
- Assist in delivering groceries and home delivered meals (HDMs) to residents as needed.
- Actively comply with all public health guidance.
- Ability to work remotely and manage time efficiently.

Qualifications: (Experience, Skills, Education)

- Bachelor's Degree in Social Work, Psychology or Counseling or related field.
- Two to three years experience in social service environment preferred
- Prior experience working with homeless populations preferred.
- Prior experience working in family housing preferred.
- Competency with Microsoft Office.

Physical Demands:

- Required to sit for long periods of time.

- Infrequent light physical effort required.
- Ability to tour entire property, including common areas, outdoor spaces, and individual apartments.