

Cruz Management

Who We Are

We are Cruz Companies, one of the oldest and largest, third generation, 100% minority-owned companies in the Northeast, we blend modern practices with traditional values of quality and integrity. Founded in 1948, we develop and construct landmarks, residential, and commercial projects. We do provide quality residential housing management services in the Greater Boston & New Bedford areas. Agencies we serve or work with include but are not limited; Massachusetts Housing Finance Agency (MHFA), Boston Housing Authority (BHA), Boston Metro Housing, Department of Housing and Urban Development (HUD), and private owners. We've also established Cruz C.A.R.E.S., giving back to our communities through scholarships, enrichment programs, and fun outdoor adventures. We are pioneers in progress and strive to elevate the communities where we work.

Resident Services Coordinator

Boston, MA

Position Summary

The Resident Service Coordinator is responsible for assessing resident needs; developing, coordinating, and implementing programs and services; and connecting residents to community resources that support housing stability and overall well-being. This role is integral to advancing the organization's mission by helping residents maintain long-term housing, improve quality of life, and access opportunities that promote self-sufficiency.

This position works collaboratively with property management, community partners, and residents to deliver responsive, culturally competent, and outcome-driven services within affordable housing communities.

Essential Functions

Resident Service Coordination, Assessment and Engagement

- Develop and implement strategies to connect residents with appropriate services.
- Provide individualized support to residents, including assistance navigating systems and overcoming barriers to accessing affordable housing services.
- Conduct comprehensive needs assessments through surveys, interviews, and community meetings to identify resident priorities and service gaps.
- Engage residents in identifying community needs, encouraging participation, and fostering leadership opportunities.
- Maintain ongoing communication with residents to assess changing needs and ensure responsiveness of services.

- Obtain and maintain appropriate releases of information; ensure strict confidentiality and ethical handling of resident information.
- Collaborate with property management, families, and service providers to proactively address resident concerns and prevent crises.
- Respond to crisis situations and provide referrals to appropriate emergency or intervention services as needed.
- Design, coordinate, and implement on-site programs that address identified resident needs and promote community engagement.
- Promote equitable access to services for all residents, with sensitivity to diverse backgrounds and needs.

Partnership, Community, & Resources Coordination

- Partner with community-based organizations to deliver services; provide direct services when external resources are unavailable.
- Plan and coordinate recreational, educational, cultural, and social activities that enhance community cohesion and resident well-being.
- Establish and maintain strong partnerships with local service providers, agencies, and organizations to expand available resources.
- Serve as a liaison between residents and property management to ensure effective communication and coordinated service delivery.
- Represent the organization in community meetings, coalitions, and professional networks as assigned.
- Maintain and regularly update a comprehensive directory of community resources for resident use.
- Coordinate resident access to educational workshops, health services, employment opportunities, and enrichment activities.
- Ensure communications are accessible, inclusive, and culturally responsive.
- Develop and distribute resident communications, including newsletters, program calendars, and informational materials.
- Encourage resident leadership, community involvement, and self-advocacy.
- Support initiatives that strengthen community stability and foster inclusive environments.

Management Support, Reporting, & Compliance

- Prepare and submit timely reports in compliance with organizational standards and funding or regulatory requirements.
- Monitor and evaluate program outcomes to ensure effectiveness and support continuous quality improvement.
- Ensure compliance with all applicable federal, state, and local regulations, including mandatory reporting requirements (e.g., abuse and neglect).
- Work closely with property management staff to address resident issues and support overall property operations.

- Participate as an active member of the site team, contributing to problem-solving and community-building efforts.
- Assist in mediating resident conflicts and promoting a safe and respectful living environment.
- Recruit, train, coordinate, and supervise volunteers, interns, and contracted service providers in collaboration with HR; for the property management, and development teams.

Knowledge, Skills & Certification Requirements

- Bachelor's degree in Social Work, Human Services, Public Health, or related field (or equivalent experience).
- Bilingual in English and Spanish preferred
- Experience working with low-income populations, affordable housing, or community-based programs preferred.
- Fair Housing, HUD, LIHTC, and tenancy preservation language a plus.
- Strong knowledge of community resources and social service systems.
- Resident Services Coordinator Certification a plus.
- Excellent interpersonal, organizational, and communication skills.
- Ability to manage multiple priorities, maintain confidentiality, and work collaboratively across teams.

Salary Description

\$55,000 - \$65,000

Equal Employment Opportunity

The facility is committed to the principle of Equal Employment Opportunity for all employees and applicants. It is our policy to ensure that both current and prospective employees are afforded equal employment opportunity without consideration of race, religious creed, color, national origin, nationality, ancestry, age, sex, marital status, sexual orientation, or disability in accordance with local, state and federal laws.

Americans with Disabilities

Applicants as well as employees who are or become disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

This job description is intended to describe the general content and requirements of the job. It is not an all-inclusive statement of duties, responsibilities or requirements and management reserves the right to add or remove duties from jobs to meet company needs. Significant changes to the position will necessitate a new or revised job description.