



RESIDENT SERVICES – COMMUNITY PROGRAMMING COORDINATOR

Multi-Family Site MANSFIELD, MA

General Statement of Duties: Provides referral and informational services and programs to residents to enhance their quality of life and to meet their individual needs. Duties include resolving individual and family situations and addressing crisis situations in a timely manner. The RSC also assists residents to remain lease compliant and provides educational/resource-based programs. The RSC addresses business critical functions impacting net operating income (NOI), eviction prevention and decreasing vacancy rates.

Supervision Received: Reports to the Sr. Resident Services Coordinator and the Property Manager receiving programmatic supervision from the Vice President and Assistant Vice Presidents of Resident Services.

Supervision Exercised: May supervise high school and college volunteers.

Essential Functions of the Position: (Any one position may not include all of the duties listed, nor do the listed examples include all that may be found in positions of this class.)

- Assesses and tracks needs of residents and refers them to suitable community services and resources and Entitlement Programs, as appropriate.
- Provides crisis intervention to residents, as needed.
- Works with Property Manager to address and resolve lease compliance issues with residents including late rent, housekeeping, security, illegal activity and illegal occupants.
- Develops and maintains strong relationships with local government, non-profit agencies and social services agencies/providers.
- Participates in joint unit inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections including housekeeping, illegal occupants and zero-income issues.
- Maintains daily contact with Property Management staff to assist with follow up regarding resident issues.
- Builds a sense of community through programs provided to residents by RSC and/or partner agencies.
- Fosters a positive, active and collaborative relationship with local government, non-profit agencies, social service agencies/providers, residents, communities and outreach contacts.
- Enforces and adheres to company policies, rules and regulations.
- Regularly communicates with Property Management staff and Sr. RSC about community needs
- Utilizes property management software (YARDI) to track resident issues. Prepares Resident Services Monthly Report and maintains documentation on services provided and issues addressed with residents.
- Assesses, counsels, makes recommendations and/or resolves resident issues impacting resident's personal life, health and well-being. Resolves conflict between residents, family members and neighbors.
- Meets with Resident Block Captains/Neighborhood Watch representatives on a monthly basis to review site issues and review any reports.
- Preserves and respects resident and applicant confidentiality.

Community Programming Tasks:

- Develops and coordinates monthly resident programs- in collaboration with other staff and volunteers as necessary
- Updates monthly calendar and property newsletter with input from PM and other staff as required

Minimum Qualifications:

Education and Experience: Bachelors Degree preferred in Social Work/Human Services, and/or 3-5 years' equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization serving youth and families.



Qualifications and Skills

- Superior interpersonal skills
- Effective written and verbal communication skills
- Superior organizational ability
- Ability to work independently with little or no direct structure or supervision
- Crisis intervention skills
- Mediation/Conflict resolution skills

Knowledge and Abilities: Adequate knowledge of mental health, addictions, family issues, youth development, multicultural issues and elderly service delivery system. Position requires a self-starter with ability to work independently as well as with teams and resident committees. Must be able and willing to network and work cooperatively with community agencies. Individual must have the ability to work patiently with others in an environment that can be challenging. Incumbent must also be able to handle emergency/crisis situations and work well under pressure with regards to complex and time sensitive issues. Bilingual in English and dominant language of minority population in community i.e. Spanish, Cape Verdean, Haitian Creole, Mandarin Chinese, Russian, etc. is a plus.

Physical Capabilities: Ability to walk a ¼ mile without resting and ability to climb stairs.

Transportation: Must have a valid driver's license and a reliable vehicle to be able to travel to conferences, trainings and other properties as required.

Beacon Core Competencies required for all positions:

TEAMWORK, INTEGRITY/ETHICS, DEPENDABILITY, CUSTOMER FOCUS, ADAPTABILITY/FLEXIBILITY

RSC Functional Job Competencies required:

Job Knowledge, Problem Solving/Analysis, Self-Development, Organizational Savvy, Interpersonal Skills.

Work Schedule: Monday-Friday office hours. Evening and weekend hours may be required.

Beacon Communities is an Equal Opportunity Employer.

Interested? If so please send your resume to Careers@BeaconCommunitiesLLC.com with the words RSC – Mansfield in the subject line. We look forward to hearing from you!