

The Schochet Companies is currently seeking a Resident Services Coordinator in Cambridge, MA.

Do you want to make a difference in the lives of families in affordable/low-income housing? Can you work one-on-one with our residents to identify needs and coordinate services? Does developing relationships with community partners to bring in programs and resources that educate and engage sound exciting? Do you want to help plan events that build community and promote well-being? We have an incredible job opportunity for YOU!

About us: The Schochet Companies is a full-service real estate development and management company with a deep commitment to provide enriched housing with resident supports. Resident services are an essential part of our property management philosophy and our amazing team of 14 Resident Service Coordinators, with the support of our Director of Resident Services, play a valuable role in each of their property management teams.

About the job:

Duties/Skills include but not limited to:

- The RSC works as a team alongside the resident services staff, property management team, residents, volunteers and community partners.
- Connecting our residents to services is a primary duty of the RSC. This includes intake, education (services available and application procedures), and referrals to service providers in the general community. Some examples of service topics are home management support, financial assistance, counseling (mental health and substance use disorders), insurance, access to public benefits and food assistance.
- The RSC works one-on-one with residents on topics that are specific to the individual resident's needs. Our residents often have limited outside resources and the RSC can bridge this gap as a connection to services in the community.
- The RSC establishes onsite wellness programs and events through relationships with community partners and/or utilizing the RSC programming budget. Topics can range from having celebrations that prevent isolation and build community to lectures on health topics and general wellbeing, such as fraud prevention or computer classes.
- As member of the property management team the RSC follows up on referrals from other staff regarding resident issues and concerns. Staff referrals to the RSC are often focused on challenges related to ageing in place, support in maintaining housing, conflict resolution, communication, safety of residents and emergency support.
- Advocate, organize, problem-solve to obtain results for residents.
- Establish relationships with agencies and service providers in the community who will provide direct services to residents.

- Develop an inventory of local health, social service and community resources for use by residents, resident's families and caregivers. Assist residents in using these resources.
- Work with property managers and maintenance to assist our residents in crisis situations or difficult situations. In addition, serve as a liaison between residents and property management staff.
- Maintain resident confidentiality and comply with code of ethics.
- Produce clearly written files, reports, emails and newsletter as assigned.

Team player with a BS in Social Work or related field or 2-3 years' experience in social services delivery with youth and families preferred.

Come join our team that offers over 50 years of encouraging growth and employee retention! The Schochet Companies offers a comprehensive benefits package that includes health, dental, 401k and more available on your first day. All new employees accrue 3 weeks of vacation per year, 12 paid holidays, 5 sick days, 3 personal days per year and many other great perks.

Please submit resume to: jobs@schochet.com or fax 617-830-0373. Pre-employment background check & drug test required. EOE

For more information on this position please contact Robin @ 617-398-5144.

www.schochet.com