



Maverick Landing Community Services (MLCS) is based in the heart of Maverick Landing, a highly diverse mixed-income community in East Boston—a gateway neighborhood for immigrant families. Combating poverty and helping people to build skills and supports that help them to achieve personal and economic goals is at the core of our work. We accomplish this by helping children, youth, and adults to build 21st century skills.

### **Resident Engagements Coordinator (REC) *(MUST BE BILINGUAL {English/Spanish})***

The primary function of the REC is to adequately aid residents that desire assistance in enhancing the quality of their daily lives. This may mean working with them to and successfully participating in social, educational and/or economic sectors. The REC provides residents with information about and access to local services and resources that can help them pursue opportunities and achieve life objectives. The REC is an essential part of the housing and property team and plays a vital role in the overall positive maintenance of the property for the gratification of its residents and the respect of its neighbors.

#### **Responsibilities:**

- Welcome new residents (and establish contact with existing residents) and explain to them the resident services program, its offerings, and the REC role in providing information and support in assisting residents interested in accessing local service resources.
- Help set a tone of inclusion and non-discrimination in the resident community.
- Identify, assess, select, develop and maintain referral partnership relationships with local service resource agencies that effectively assist residents to achieve their opportunities and objectives in life.
- Provide supportive linkages between residents and referral agency staff when residents or agencies request assistance. Document these efforts.
- Work with the property management team when a resident is identified as being in jeopardy of eviction. Offer linkages and referral support to the resident to positively and quickly rectify the situation. Document these efforts.
- Establish resident services program targets. Consistently track and measure program target progress. Regularly report program outcomes to both internal and external stakeholders. Analyze and utilize outcomes data as the basis for continuous program improvement.
- Identify and assess individual and family needs when appropriate; inform the resident of available resources and provide support in accessing services successfully. Document these efforts.
- Help to facilitate resident meetings and community-organizing and social activities if desired by residents.

#### **Additional Requirements**

- HUD requirements state that RECs will have a Bachelor's degree or higher in Social Work, Psychology, Gerontology, Counseling, or related specialty
- OR significant work experience relevant to the position.

- Knowledge of relevant state, federal and local resources and agencies.
- **Must be bilingual (English/Spanish)**

**You are:**

- Flexible – expecting the unexpected
- Consistent – Being reliable
- Creative – thinking outside the box; trying new solutions; coming up with new programs
- Organized – developing systems, procedures, calendars, files, etc.
- Great at recognizing the strengths of each resident, not just the needs
- Respectful of people – across all identities
- Understanding of boundaries – in order to uphold the integrity of the work, maintain professional roles, and avoid co-dependency, burnout, and favoritism
- A good mediator and problem solver
- Effective in communication
- Capable of being a skilled and active listener
- A team player and collaborator—with staff, residents and the greater community

*MLCS is an Equal Opportunity Employer and does not discriminate in our hiring practices in regards to race, gender, religion, or sexual orientation.*

Please send resumes to [jobs@mavericklanding.org](mailto:jobs@mavericklanding.org).