

Job Location: Pelham Apts- 75 Second Street-Framingham MA 01701

Monday-Friday

9:00- a.m – 5:00 p.m.

16-17 per hour- plus bonuses- Excellent benefits package

Please forward resume to: Cdonahue@corcoranmgmt.com

Fax- 781-849-0157

JOB DESCRIPTION

PELHAM RESIDENT RELATIONS COORDINATOR

The Resident Relations Coordinator will normally report to the Property Manager and the Director of Resident Services and will work in collaboration with the Property Manager and the Computer/Recreation Center staff as well as Pelham's community partners. Bilingual a plus- but not required.

The general responsibilities of a Resident Relations/Service Coordinator are:

1. Provide for the general case management (including intake) and referral services to all residents needing such assistance. Normally the formal case management (i.e., evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of the resident's situation and needs) will be conducted by a community social service agency.
2. Establish linkages with all agencies and service providers in the community; making every effort to determine/develop the best services for the price, to assure individualized, flexible, and creative services of the involved residents.
3. Set up a directory of providers for use by staff and residents.
4. Refer and link the residents to service providers in the general community. These are, for example, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, occasional visiting nurse, preventative health screening/wellness and legal advocacy.
5. Educate residents on service availability, application procedures, client rights, etc., providing advocacy as appropriate.
6. Monitor the ongoing provision of services from community agencies and keep the case management and provider agency current with the progress of the individual. Manage the provision of supportive services where appropriate.
7. Help the residents build informal support networks with other residents, family and friends.

Responsibilities Specific to Pelham Apartments:

- Serve as a liaison between the management of Pelham Apartments (and the Tribune Apartments) and the Framingham Housing Authority as well as the Framingham Police Department.
- Review daily police log. Follow up with any unfavorable resident involvement, i.e. conference/send letter/start eviction process, etc.
- Conference with Framingham Housing Authority's Assistant Director and the FHA liaison police officer
- Conference with Police Substation officers to help coordinate high profile areas for their details.
- Work with the Recreation Director. Attend resident outings. Help support special events and give suggestions.
- Conference with maintenance manager/personnel in regards to annual inspections and follow up with residents when needed.
- Conduct apartment inspections when necessary.
- Prepare a weekly summary report of resident activity
- Work with other Housing Authority agencies, their personnel, and inspectors.
- Any other duties as needed to assist in the administrative office.