

Resident Services Coordinator

Inquilinos Boricuas en Acción (IBA) is a non-profit organization and a dynamic community development corporation located in the South End neighborhood of Boston. Our mission is to address displacement of low-income families due to urban development. We offer affordable housing and supportive programming to improve the knowledge, life skills and health of participants of all ages.

Our organization is seeking qualified candidates for a full-time Resident Services Coordinator (RSC) role. Reporting to the Director of Resident Services Programs, the goal of the RSC is to promote programs and efforts that enhance our residents' quality of life and that help build a healthy community. IBA Programming services include:

- Case management, benefits screening and referrals.
- Assistance with translation and interpretation.
- Social, recreational and cultural programs.
- Health workshops and screenings, and support for medical appointments.
- Fitness and exercise classes.
- Field trips.

Responsibilities include ensuring that residents uphold their lease obligations, such as paying rent on time, taking proper care of the unit, and ensuring quiet enjoyment of the property for all residents and surrounding neighbors. The RSC will also provide case management program support and/or intervention for individuals and families through the coordination of community resources. The RSC develops, plans and coordinates educational, health services and recreational programs, services, trainings, and activities, that enable and empower residents to live successfully in a cooperative community environment.

Requirements: At least 1-3 years of experience as a Resident Services Coordinator or Case Manager is required. A Social Worker's License is preferred. Previous experience working with families and an aging population is preferred. Proficiency with Micro Soft Office is required. A BA, or higher in Social Work (Children, Youth and Families or Geriatrics) is preferred. Bilingual in English/Spanish is required.

At IBA we offer our employees a competitive salary and benefits package. IBA is an EOE/AA employer and will not discriminate in its employment practices due to an applicant's race, color, religion, sex, national origin, sexual orientation, gender identification, veteran, or disability status.

Please email a cover letter and resume to: Recruit.iba@gmail.com