



Resident Services Coordinator

Provide residents and their families with support to access social services, assists in resolving tenancy problems, and follows up on resident issues as determined by the Director of Resident Services. This position includes the development of service provider and agency contacts for resident referrals, participation in periodic resident assessments for identifying social, psychological, cognitive, and physical capabilities, and participation in discharge planning for residents leaving hospital or rehab prior to returning to their residence. Bilingual in Spanish OR Mandarin and Cantonese highly preferred.

Works in conjunction with Resident Services Director and Resident Services Team to identify and meet residents' needs:

- Conduct periodic assessments of residents' social, psychological, cognitive, and physical status and develop a plan to address needs
- Advocate on behalf of residents for adequate, timely, and cost-effective provision of services; meet with service providers as needed. Act as a liaison between community agencies, service providers, and residents.
- Participate in Housing and Health Care Integration Initiatives
- Respond to resident emergency calls with other staff (during scheduled work hours)
- Educate, assist, and advise residents and their families of available services and resources, both within 2Live Communities and in the community

Work with residents to resolve conflicts and engage supportive services as needed

Pursue avenues for additional services through private, local, state, and federal sources

Document and maintain confidential files of all significant contacts with residents, social service providers, medical providers, families, and for HUD reporting

Coordinate care across medical providers for residents and ensure a safe transition in the discharge planning with residents, families, and hospital or rehab team

Assist residents in building informal and formal support networks among themselves and with community organizations

Collaborate when needed on care coordination, housing, and health care integration, logic models, and database implementation

Support staff and residents at other 2Life Communities locations with issues requiring clinical expertise

Defiantly joyous aging.

30 Wallingford Road | Brighton, MA 02135 | Phone: 617-912-8400 | Info@2LifeCommunities.org





REQUIREMENTS

- Masters or BA Degree, with a concentration in Social Work, Gerontology, or other related fields. MSW/LCSW preferred.
- Resident Services Coordinator Certification or willingness to attain this within the first year of employment
- Expertise in working with older adults and understanding of healthy aging process and dementia. Experience working with older adults in senior living or human services organizations preferred.
- High level of computer literacy, including Microsoft Office products, database software, interface with visual and audio equipment, and internet

2Life Communities provides superior housing to older adults of all backgrounds who can thrive independently within a supportive environment. We are a mission-driven organization with a vision whereby all older adults have the opportunity to *age in community* – to live a full life of connection and purpose in a dynamic and supportive environment. We are continually evolving support services to meet the needs of our diverse residents as they age.

2Life Communities owns and operates over 1,300 units of affordable rental housing located within six campuses in metropolitan Boston. With another 210 apartments under construction and more in planning, we expect to add another 600-700 units within the next several years as we complete projects in active planning and construction phases.

Qualified candidates are strongly encouraged to apply [here](#)

BENEFITS AND MORE

We offer a very rich benefit plan which for individuals adds 27% on top of the base pay and over 30% for employee +1 and families. Our rewards program includes but not limited to:

- Robust medical and dental plan
- Vision
- Employer-paid life and AD&D, STD, and LTD insurance
- 401(k) plan
- Paid vacation
- Paid holidays
- 2 floating holidays
- Pet insurance
- And more!

The above statements intend to describe the general nature and level of work performed by people assigned to do this job. The above does not intend to be an exhaustive list of all responsibilities and duties required.

Defiantly joyous aging.

30 Wallingford Road | Brighton, MA 02135 | Phone: 617-912-8400 | Info@2LifeCommunities.org





We desire to build and cultivate an inclusive environment that brings together a diverse workforce with unique experiences, backgrounds, talents, and perspectives.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

Defiantly joyous aging.

30 Wallingford Road | Brighton, MA 02135 | Phone: 617-912-8400 | Info@2LifeCommunities.org

