

**Harbor Management** is seeking a qualified, motivated and experienced **Resident Services Coordinator** for a waterfront senior housing property in Lynn, MA. The ideal candidate will have experience in working with our senior community to develop and enhance a sense of fellowship and community within the housing complex.

**Your Responsibilities:**

- Develop strategic partnerships with local service providers to bring on-site programs or provide referral to off-site program and services in the following CL outcome areas: housing and financial stability, health and wellness and social engagement.
- Build relationships with local partners including but not limited to the Area Agency on Aging/Aging and Disability Resource Center, Senior Center and Council on Aging.
- Conduct an initial Resident Assets and Needs Assessment survey to all households and a Community Life Questionnaire annually
- Initiate strategic relationships with other local service providers and stakeholders
- Build relationships with residents to better understand their needs and aspirations and connect them with the local resources and opportunities.
- Develop Community Success Plan, a strategic plan that is updated annually, which includes strategic, activities and partners necessary to impact CL outcomes
- Conduct new welcome orientations for new residents
- Create consistent outreach and communication with residents, including newsletters, flyers, telephone calls and door knocking
- Use of TCB's data collection system, Efforts to Outcomes (ETO) to document services provided to residents and outcomes achieved
- Align initiatives with the outcomes, mission and goals of TCB Community Life
- Participation and coordination of resources around Watch List issues such as housekeeping and money management for late rent payers
- Participate in ongoing professional and property management development
- Manage administrative tasks required for securing and executing contracts or Memorandum of Agreements with providers and partners to carry out on-site programming
- Recruit and lead volunteers to assist on the site
- Attend trainings and continue education opportunities offer by the Community Life HUB team
- Other duties and responsibilities as requested

**Knowledge, Skills and Abilities:**

- Knowledge of the aging network, aging processes, and intervention techniques. Adequate knowledge of mental health Issues, developmental disabilities, addictions, family Issues, multicultural issues

- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents in planning, implementing, and evaluating programs and services
- Capable of building and maintaining positive relationships with a wide variety of stakeholders, including but, not limited to: residents, senior staff, volunteers, interns, and community partners
- Experience working with older adults and persons with disabilities to support their aspirations
- Ability to collect, track and understand data In order to assess programs and partnerships and inform strategies

**Your Qualifications:**

- Bachelor’s degree with a focus in social work, human services, public health, or community development
- 2+ years of overall professional experience working in housing or human services agencies required – preference to those that have worked with older adults and persons with disabilities
- Training and certifications focused on aging and disabilities preferred
- Experience overseeing and managing grants
- Proficiency with MS Excel, PowerPoint, Word, Outlook and other computer programs
- Previous experience in property management, and knowledge of HUD regulation a plus.
- Previous engagement, communication and collaboration with residents of diverse socioeconomic and cultural backgrounds preferred
- Experience working with partners and site team members to implement programs and initiatives
- Ability to take initiative and be self-motivated

Competitive salary and benefit package that includes a generous amount of paid holidays, PTO, health/dental insurance, 401K plan, EAP (Employee Assistance Program). Pre-employment background check & drug test required.

Interested candidates should send a resume and cover letter to Reneé Hamman at [rhamman@harbormgmt.com](mailto:rhamman@harbormgmt.com).

Harbor Management is an Equal Opportunity Employer.