

Resident Services Coordinator

Hope Community, Inc. is seeking a full-time Resident Services Coordinator to provide services at a various affordable rental projects in East Harlem. The Resident Services Coordinator will develop a Family Services Program designed to promote resident stability and encourage self-sufficiency. The qualified candidate will report directly to the Director of Resident Services and Programs and will be responsible for the following activities:

(1) Resident Engagement

- Build and maintain relationships with Hope's constituencies which include Hope residents, other residents in neighboring communities, and representatives from other community and non-profit businesses in East Harlem
- Work in partnership with existing neighborhood and tenants associations
- Identify and nurture potential resident leaders and provide opportunities for leadership development
- Plan and implement, with input from residents, workshops around identified resident needs
- Coordinate and assist in planning for events such as community meetings, block parties, health or other resource fairs
- Encourage linkages between residents and community organizations (e.g., police precinct councils, block associations, and community boards)
- Work with other Hope staff to develop system to distribute information to residents in a timely manner
- Work collaboratively with volunteers to develop children and youth programming as well as activities for adults and families

(2) Case Management and Counseling Services

- Assist residents in crisis with public assistance, housing and other benefits
- Assist residents with developing skills around wealth building
- Develop and monitor individual plans with residents around vocational, educational personal, family, and other goals
- Work collaboratively with the Property Management team to outreach to residents who are in arrears or at risk of being placed in legal
- Provide short term counseling to residents as appropriate on issues such as domestic violence and safety planning

(3) Resident Referrals

- Develop linkages with appropriate medical and mental health providers; job training and placement programs; educational and recreation programs
- Refer residents where appropriate to outside service and training providers

Qualifications: B.A. degree and minimum of 2 years work experience in social work, community organizing, resident engagement, and/or affordable or supportive housing. Other requirements include excellent communication skills, computer literacy, and a strong commitment to serving residents. Candidate should also have sound judgment, the ability to think on their feet and work independently. Successful candidate must be available to work nights and weekends as needed and have experience working with vulnerable populations. Ability to walk up and down stairs is also essential. Bilingual candidates are highly desirable.