Job Posting
Resident Services Coordinator
The Palms at South Mountain Apartments Family Resource Center, Phoenix, Arizona

Become part of a caring and committed team that provides on-site health, education, and employment services to over 20,000 children, families, and seniors living in affordable housing and work force affordable neighborhoods across the country. Our goal is to keep family members employed, children in school, and seniors’ active. To learn more about Project Access, please visit https://www.project-access.org and https://www.facebook.com/ProjectAccessOrg/.

Making a difference in lives and communities: As the Resident Services Coordinator, you are responsible for the overall development and coordination of programs and services offered for the benefit of residents. You will serve as a liaison in the community and advocate for services offered to residents as well as drive to increase presence and access to programs and services in the respective community through intentional outreach and engagement.

This position works independently and is suited for someone who thrives in an environment with a high degree of autonomy and accountability. The Family Resource Center is located on the grounds of The Palms at South Mountain Apartments in Phoenix, AZ.

DETAILS:
Wage/Classification/FLSA Status: $17.50 per hour, full-time, non-exempt.
Work schedule: Monday through Friday, 9am to 6pm. Requires the ability to work an occasional Saturday for an event. Schedule is subject to change.
Benefits offered: Project Access pays 100% of the employee’s medical, dental, group life insurance, short term disability, and EAP premiums; provides Paid Time Off, 12 paid Holidays, and a 401(k) plan with a 4% match. Vision and Voluntary Life Insurance is available at employee cost.
Work location: The Palms at South Mountain Apartments, 4424 East Baseline Road, Phoenix, AZ 85042.

TO APPLY for this enriching opportunity please email your cover letter and resume to hrpa@project-access.org with “South Mountain” entered in the subject line. Your cover letter is to summarize your experience working with diverse cultures and with multiple age groups.

POSITION RESPONSIBILITIES:
Program Delivery (70%)
- Identify services that the community will benefit from and empowers residents through a resident needs assessment, surveys, focus groups, community meetings, etc.
- Partner with community assets to plan and coordinate the staffing and presentation of onsite classes, programs, and services. Types of programs include, but are not limited to: health and nutrition, parenting classes, financial literacy, job skills and career opportunity.
- Coordinate and oversee an after-school program and teen program encompassing: homework assistance and educational enrichment activities; plan, organize, and implement curriculum.
- Coordinate and develop community building/engagement events such as holiday celebrations, health and/or resources fairs, community Safety and awareness Events (i.e. National Night Out).
- Develop and maintain partnerships with local providers to deliver services onsite
- Information and Referral: Provide residents with information and referrals to access city and community resources.
• Outreach: Link residents with existing programs and services in the community and facilitate access to services.
• Develop and maintain relationships with property managers and arrange meetings to discuss program opportunities or needs

Administrative (30%)
• Publish a monthly newsletter including a calendar of events for distribution to residents
• Help create and adhere to budgets for resident service programs
• Develop and maintain a resource directory of local service providers and provide information and referral services using directory
• Collect and record to measure program outcomes to include monthly program attendance and evaluation reports

QUALIFICATIONS (Education/Experience/Skills/Certifications):
Education
• Bachelor’s Degree in Human Services, Social work, or related field

Experience
• Minimum of one year experience in social services and working with adults
• Experience serving diverse populations demonstrating cultural competency and community awareness

Skills
• Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook.
• Bilingual in Spanish/English preferred.
• Strong time management, administrative and organizational skills.
• Strong communicator; high level of verbal, written, and listening skills

Credentials/Certifications
• Valid AZ Driver’s License, clean driving record, and current automobile insurance
• CPR & First Aid certified
• Successful completion of background check

Physical Job Requirements
• The physical activity of this position includes bending, walking, kneeling, reaching, and step climbing. Able to lift up to 30 pounds which may include large boxes of food for a supplemental food distribution program.

The above list of job duties is not exclusive or exhaustive and the job holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the position.

Equal Opportunity: Project Access, Inc. is an at-will and equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or any other status or characteristic protected by law.

Project Access participates in E-Verify.