Job Posting

Resident Services Coordinator/Specialist

Keller Plaza Apartments Family Resource Center & Berkeley 75 Housing Project, Oakland

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](https://www.project-access.org) and [https://www.facebook.com/ProjectAccessOrg/](https://www.facebook.com/ProjectAccessOrg/).

Making a difference in lives and communities/ As the Resident Services Coordinator/Specialist you are responsible for the overall development and coordination of programs and services designed to generate positive changes in the lives of residents which include youth, adults and the elderly who live in the community. Keller Plaza Apartments Family Resource Center is located on the grounds of an affordable housing apartment community. In terms of the Specialist role, you will provide mobile services to 75 units of affordable housing in Berkeley focusing on connecting residents through information and referral with pre-existing health, education, and social services. This position works independently and is suited for someone who thrives in an environment with a high degree of autonomy and accountability.

DETAILS:

**Wage/Classification/FLSA Status:** $22.60 per hour, full-time, non-exempt.

**Work schedule:** Monday through Friday, 9am to 5:30pm, with 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 HMO medical, PPO dental (low), group life, 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:** Keller Plaza Apartments, 5321 Telegraph Ave, Oakland, CA and Berkeley 75 which is located 4 miles from Keller Plaza.

TO APPLY for this enriching opportunity please email your cover letter and resume to humanresources@project-access.org with “Keller” entered in the subject line. Your cover letter is to summarize your experience working with youth and diverse cultures.

Resident Services Coordination duties at Keller Plaza Family Resource Center:

- Identify services that benefit and empower residents through needs assessment, surveys, focus groups, community meetings, etc.
- Coordinate and oversee an after-school and teen program encompassing homework assistance and educational enrichment activities. Plan, organize, and implement curriculum.
- 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 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.
**Resident Services Specialist Duties in Berkeley:**
- Provide door-to-door case management outreach to residents of 75 units of affordable housing located in a 3 mile radius.
- Serve as a representative in the community and link residents with existing programs, services and opportunities in the community and facilitate access to services, including but not limited to case management support, employment resources, etc.
- Develop individualized service plan with and for residents who meet criteria for potential case management and follow-up services.
- Maintain a resource directory of local service providers and provide information and referral services within the community using directory.
- Assist residents through interviews, surveys, and community meetings, to identify the services needed to promote their independence.
- Document activity and maintain case notes for program participants.
- Building community through resident led community building events annually.

**Administrative**
- Publish monthly newsletters to include a calendar of events for distribution to residents.
- Help create and adhere to budgets for resident service programs.
- Build relationships with the local community to fundraise and seek donations for programming.
- Develop and maintain a resource directory of local service providers and provide information and referral services using directory.
- Collect and record data 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 social services experience working with youth and adults.
- Experience in outreach and case management preferred.
- Experience serving diverse populations demonstrating cultural competency and community awareness.
- Excels in an environment of working independently and with a high degree of autonomy and accountability.

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

**Credentials/Certifications**
- Valid CA Driver’s License, clean driving record, and current automobile insurance.
- CPR & First Aid certified (or obtain within 90 days of hire).
- Successful completion of background check and LiveScan.

**Physical Job Requirements**
- The physical activity of this position includes minimal bending, walking, kneeling, reaching, and step climbing. Able to lift up to 30 pounds which to 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.