



Job Posting
Resident Services Coordinator (16 hours/week)
The Coronet Apartments Senior Resource Center, San Francisco, CA

Become part of a caring, committed, and dynamic 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 who live in the community. This includes providing remote services in order to respond to the needs of residents. You will serve as a liaison in the community and advocate for services offered to residents and 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 Senior Resource Center is located on the grounds of the affordable housing development.

The seniors residing at The Coronet live independently. The goal of this way of life is to maximize a resident's dignity, autonomy, privacy, independence, choice, and safety. Residents are assisted in obtaining the services they need to maintain independence and the highest possible quality of life. We strive to keep residents as active and involved as possible through educational, social and recreational programs. The seniors are responsible for their own housing, meals, housekeeping, laundry, and personal care.

As a Social Service Agency, we provide essential services to include managing onsite food distribution programs. During the pandemic, we have continued to serve our residents through a combination of onsite and virtual programming.

Interested in more details?

Classification/FLSA Status: Part-time (16 hours a week), non-exempt.

Schedule: 9:30am to 6:00pm 2 days a week. There is flexibility in setting which 2 days of the week services are provided; within Monday thru Saturday,

Benefits: Paid Time Off, pro rata paid Holidays, Group Life insurance, and a 401(k) plan with 4% match.

Work location: The Coronet Apartments, 3595 Geary Blvd, San Francisco, CA 94306

TO APPLY for this enriching opportunity, please email your cover letter and resume to hrpa@project-access.org with "Coronet" entered in the subject line. Your cover letter is to summarize your experience working with seniors and with diverse cultures and how this part-time schedule meets your search criteria (as opposed to a full-time job).

POSITION RESPONSIBILITIES:

Program Delivery (70%)

- Remote delivery of resident services which may include, but is not limited to:
 - Hosting virtual call-in's for homework help, enrichment programs, adult workshops, employee assistance, financial literacy, and community building.
 - Provide digital communications with social and mental health tips.
 - Calling residents to perform wellness checks
 - Support food distribution needs.

- Identify services that promote self-sufficiency through surveys, community meetings, etc.
- Plan, facilitate, and/or coordinate the staffing and presentation of onsite classes, program and services. Types of programs include, but are not limited to: celebrations of birthdays and holidays, ESL classes, arts and crafts, and lite exercise programs.
- Develop and maintain partnerships with local providers to deliver services onsite with a focus on issues seniors face such as entitlement programs and fraud prevention.
- 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.
- Serve as a representative in the community attending local collaborative meetings with private and public sector parties
- Develop and maintain relationships with property managers and arrange biannual meetings to discuss program opportunities or needs

Administrative (30%)

- Publish monthly newsletter including a calendar of events for distribution to residents
- Help create and adhere to budget for resident service programs
- Develop and maintain the resource directory that lists local service providers
- 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 Gerontology, Human Services, Social work, or related field

Experience

- One year of experience working with seniors and in social services
- Experience serving diverse populations demonstrating cultural competency and community awareness

Skills

- Intermediate skill level with MS Office (Excel, Word, Publisher) and Outlook
- Strong time management, administrative and organizational skills.
- Strong communicator; high level of verbal, written, and listening skills

Credentials/Certifications

- Valid CA Driver's License, clean driving record, and current automobile insurance. **YOU MUST HAVE A VEHICLE.**
- CPR & First Aid certified
- Successful completion of background check and Live Scan

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. San Francisco City and County Applicants:

Project Access, Inc. will evaluate all qualified applicants in a manner which is consistent with the San Francisco Fair Chance Ordinance requirements.