



**Job Posting**  
**Resident Services Coordinator (16 hours/week)**  
Mayfield Place Apartments Family Resource Center, Palo Alto, 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 is responsible for the overall development and coordination of programs and services offered for the benefit of residents which include youth and adults who live in the community. This includes providing remote services in order to respond to the needs of residents. Will serve as a liaison in the community and advocate for services offered to residents; will 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 affordable housing development.

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:** Mayfield Place Apartments, 2500 El Camino Road, Palo Alto, CA 94306

**TO APPLY** for this enriching opportunity, please email your cover letter and resume to [hrpa@project-access.org](mailto:hrpa@project-access.org) with "Mayfield" 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%)**

- Identify services that promote self-sufficiency through surveys, community meetings, etc.
- 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
  - Supporting food distribution needs which may include but not limited to: outreaching to residents in need of supplemental food, Coordinating on-site daily grab-n-go food

distributions, communicating with partner organizations, overseeing of delivery as well as helping with set-up and tracking attendance of meals served.

- Coordinate and oversee an after-school program 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 adult education, health and wellness programs. Types of programs can include nutrition education, cooking demonstrations, financial education, and job readiness.
- Plan and facilitate pro-social activities and community building events to encourage a stronger sense of connectivity, engagement, and to strengthen the social network amongst the residents.
- 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 budget 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
- Use of personal vehicle to acquire program supplies, attend offsite trainings, meetings, etc. Business mileage reimbursed at IRS rate.

### **QUALIFICATIONS (Education/Experience/Skills/Certifications):**

#### **Education**

- Bachelor's Degree in Human Services, Social work, or related field

#### **Experience**

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

#### **Skills**

- Bilingual in Spanish and English preferred.
- 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.
- 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.