



## Job Posting

### Resident Services Coordinator

Abbington Heights Apartments Family Resource Center, Antioch, TN

**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 which include youth, adults, and the elderly 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; 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 managed remotely. It is suited for someone who enjoys building community connectivity and engagement in order to strengthen the social network and who will thrive in an environment with a high degree of autonomy and accountability. **The Family Resource Center is located on the grounds of Abbington Heights Apartments.**

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?

**Schedule:** This is a full-time, non-exempt position. The work schedule is Monday-Friday, 9:00am to 6:00pm, with the ability to work Saturdays.

**Wage:** \$18.00 per hour, based on experience.

**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, 13 paid Holidays, and a Safe Harbor 401(k) with company contribution. Vision and Voluntary Life Insurance is available at employee cost.

**Work location:** Abbington Heights Apartments, 149 Hickory Hollow Terrace, Antioch, TN 37013.

**TO APPLY for this enriching and rewarding opportunity** please email your cover letter and resume to [hrpa@project-access.org](mailto:hrpa@project-access.org) with "Abbington" entered in the subject line. Your cover letter is to summarize your experience working with diverse cultures and with multiple age groups, from children in after-school programs to adults.

#### 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, employment 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.
- Identify services that promote self-sufficiency through surveys, community meetings, etc.

- 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 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,
- Plan and facilitate community building events.
- 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
- Use of personal automobile to acquire program supplies and attend offsite meetings (mileage reimbursed at IRS rate when in accordance with company policy)

#### **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 humility and community awareness
- Resilience along with the ability to assess and respond to community needs and challenges

##### **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 TN 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.