



Job Posting

Resident Services Specialist (29 hours/week)

Meadowbrook Apartments Family Resource Center, San Diego, 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 Specialist**, you will connect residents, through information and referral, with pre-existing health, education, and social services and will provide individualized services plans for residents who meet criteria for potential case management and follow-up services. In addition, you will assist the onsite Resident Services Coordinator with 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. **This position is located at the Project Access Family Resource Center at Meadowbrook Apartments in San Diego.**

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 part-time, 29 hours a week position.

The current schedule is Mon 10:00am 5:30pm, Tues – Fri 12:00pm-5:30pm.

Benefits: Project Access provides Paid Time Off and Holidays, EAP, Life Insurance, and a 401(k) plan with 4% match.

Work location: Meadowbrook Apartments, 378 S Meadowbrook Dr, San Diego, CA 92114

TO APPLY for this enriching opportunity, please email your cover letter and resume to hrpa@project-access.org with "Meadowbrook" entered in the subject line. Your cover letter is to summarize your experience working in the community serving diverse cultures and multiple age groups (from children in after-school programs to adults), and how this part-time schedule meets your search criteria (as opposed to a full-time job).

POSITION RESPONSIBILITIES:

- Build trust and relationships with the residents
- 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

- Serve as a representative in the community and provide information and referral services to residents, linking them to existing programs, services, and benefits programs in the community.
- Perform assessments to identify residents existing support systems and their current and future needs
- Develop individualized service plan with and for residents who meet criteria for potential case management and follow-up services
- Document activity and maintain case notes for program participants
- Assist residents, through interviews, surveys, and community meetings, to identify the services needed to promote their independence
- Maintain resident data that reflects resident service needs, demand for services, program and service post surveys, and referral made through the Family Resource Center
- Maintain attendance records for programs, services, and events
- Assist in the creation of community-building events
- Assist with the facilitation of onsite classes, programs, and other services; particularly support in the After-School Program working with elementary through high school aged youth
- Manage and arrange biannual meetings to discuss program opportunities or needs

QUALIFICATIONS (Education, Experience, Skills, Credentials):

Education

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

Experience:

- Minimum of one year experience working with youth (i.e. ASP) and in social services
- Experience serving diverse populations demonstrating cultural competency and community awareness

Skills:

- Bilingual in English/Spanish required, the primary language of the housing community
- 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
- A passion for working to support residents of high-needs communities and a strong commitment to the Project Access mission.

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 bending, walking, kneeling, reaching, and step climbing. Must be able to lift up to 30 pounds to include large boxes of food for supplemental food 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.