



Job Posting

Resident Services Coordinator

Whispering Pines Apartments Family Resource Center, Phoenix, AZ

Become part of a caring, committed, and dynamic team that provides on-site health, education, and employment services to over 22,500 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 seniors 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 with a drive to increase presence and access to programs and services in the respective community through intentional outreach and engagement. This position 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 the housing apartment community.

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/FSLA Status: Full-time, non-exempt position.

Schedule: Work schedule is Monday thru Friday, 9:00am to 6:00pm. Requires the ability to work an occasional Saturday for an event. Schedule is subject to change.

Supervises: One part-time staff, volunteers and interns

Benefits offered: Project Access pays 100% of the employee's HMO medical, PPO dental, group life, and EAP premiums; provides Paid Time Off, 13 paid Holidays, and a 401(k) plan with a 4% match. Vision and Voluntary Life Insurance is available at employee cost.

Work location: Whispering Pines Apartments, 2601 N. 36th Street, Phoenix, AZ 85008.

TO APPLY for this enriching and rewarding opportunity please email your cover letter and resume to hrpa@project-access.org with "Whispering Pines" entered in the subject line. Your cover letter is to summarize your experience working with diverse cultures and with multiple age groups.

POSITION RESPONSIBILITIES:

- 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
 - Support food distribution needs
- Identify services that promote independence 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.

- Coordinate and develop community building and engagement events; i.e. holiday celebrations, health and/or resource fair, community safety and awareness workshops.
- 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, community building events, or resident needs.
- Use of personal automobile to acquire program supplies and attend offsite meetings (mileage reimbursed at IRS rate when in accordance with company policy)

Administrative (30%)

- Publish monthly newsletters to include 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 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 experience in social services and working with youth and adults
- Experience serving diverse populations demonstrating cultural competency and community awareness

Skills

- Bilingual in Spanish required
- 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 AZ 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.

Project Access participates in E-Verify.