



Job Posting
Resident Services Coordinator
Hickory Chase Apartments Family Resource Center, Madison, TN

Project Access invites you to join to us in making a difference in the lives of over 22,500 children, families, and seniors living in affordable housing communities across the country. As an onsite service provider, we envision that all residents of affordable housing communities have the opportunity to achieve self-sufficiency and maximize their full potential. During the pandemic, we have continued to serve our residents through a combination of onsite and virtual programming including managing onsite food distribution.

What you'll be doing:

- Connecting with residents to identify & provide services that promote self-sufficiency.
- Coordinate the staffing and presentation of onsite classes, programs, and services. Types of programs include, but are not limited to: ESL classes, nutrition education, health information/awareness, financial education, etc.
- Oversee an after-school program encompassing homework assistance and educational enrichment activities.
- Remote delivery of resident services such as hosting virtual call-in's, wellness checks, & food distribution.
- Develop & maintain partnerships with local providers to deliver services & programs.
- Plan & facilitate events, including community building events, throughout the year.
- Provide residents with information & referrals to access community resources.
- Develop & maintain relationships with property managers.
- Publish a monthly newsletter including a calendar of events for distribution to residents.
- Develop & maintain a resource directory of local service providers.
- Collect & submit program outcomes data. Includes monthly program attendance & evaluation reports.
- Use of personal automobile to acquire program supplies & attend offsite meetings (mileage reimbursed at IRS rate when in accordance with company policy).

What you'll bring to the table:

- A drive and passion to provide quality services and programs to residents
- A bachelor's degree in Human Services, Social Work, or related field
- Bilingual in Spanish/English preferred
- Minimum of one year of experience in delivering social services, working with youth, adults, and diverse populations demonstrating cultural humility and community awareness.
- Intermediate skill level with MS Office (Excel, Word, Publisher) & Outlook.
- Strong time management, administrative, and organizational skills.
- Strong communicator; high level of verbal, written, and listening skills
- Valid TN Driver's License and availability of insured vehicle.
- Able to lift up to 30 pounds which may include large boxes of food for a supplemental food distribution program. The physical activity of this position includes bending, walking, kneeling, reaching, and step climbing.

The details:

- **Location:** The Family Resource Center is located on the grounds of Hickory Chase Apartments, 510 Heritage Dr, Madison, TN 37115
- **This is a full-time position;** 40 hours per week
- **Schedule:** Monday through Friday, 9am to 6pm, with ability to with ability to work an occasional Saturday for an event.

- **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 4% company match. Vision and Voluntary Life Insurance is available at employee cost.

TO APPLY for this enriching opportunity please email your cover letter and resume to gperez@project-access.org with "Hickory" entered in the subject line. Your cover letter is to summarize your experience working with youth and diverse cultures.

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.