



## **Job Posting Resident Services Coordinator**

Based at Whispering Pines Apartments & Saratoga Apartments Family Resource Centers, Phoenix, AZ

**Join the Project Access team and create impact in the lives of our residents. Hear from them and how their lives have changed: [www.project-access.org/success-stories/](http://www.project-access.org/success-stories/)**

Project Access provides programs and services to 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.

The Resident Services Coordinator “Floater” will fill in for absent Resident Service Coordinators and manage the operations of the Family Resource Centers. May also provide assistance with special projects on an ad hoc basis. This position will also be utilized to provide support with special events such as health fairs and community events.

### **What you’ll be doing:**

- Implement core programs and services outlined on Program Model and contracts. This includes connecting, engaging and empowering residents across four initiatives: Economic Stability, Education for Youth & Families, Health & Wellness, and Community Building.
- Coordinate & oversee an after-school program and teen program. Create & implement curriculum, homework assistance, & educational enrichment activities.
- 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,
- Support with Food Resource and Distribution needs in the community.
- 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, pick up food distribution from food pantries, and 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 strongly preferred.
- Minimum of one year of experience in social services and working with youth

- Experience serving diverse populations demonstrating cultural competency and community awareness
- Proficient 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 AZ Driver's License, clean driving record, and current automobile insurance
- 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:**

- **This is a full-time (36 hours per week), non-exempt position**
- **Schedule:** Work schedule is Monday through Friday, at locations as assigned. 3 days a week at Saratoga Ridge (Mon/Wed 10am-5:30 pm & Fri 11am-5:30pm); 2 days a week will be at Whispering Pines Apartments (Tue/Thu 9am-5:30 pm). 30 minute break daily. Ability to work an occasional Saturday for an event. Schedule subject to change.
- **Location:** Project Access Family Resource Center at Saratoga Apartments, 1450 E. Bell Road, #1121, Phoenix, AZ 85022, and Whispering Pines Apartments, 2601 N. 36<sup>th</sup> Street, Phoenix, AZ 85008.
- **Benefits offered:** Project Access pays 100% of the employee's medical, a PPO dental plan, short term disability, term life insurance and EAP; provides Paid Time Off and 13 paid Holidays, and a 401(k) plan with 4% 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 [recruiter@project-access.org](mailto:recruiter@project-access.org) with "Sara/Whis" entered in the subject line. Your cover letter is to summarize your experience working with diverse cultures and with multiple age groups.

**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**