



Job Posting Resident Services Coordinator

615 Manhattan Apartments Senior Resource Center & Vista Angelina Apartments Family Resource Center
Los Angeles, CA

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/

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 (RSC) serves as a frontline representative at a Project Access Family Resource Center. They are responsible for site management and relationship management with property managers, residents, program partners, volunteers, interns, and other community stakeholders. The RSC creates value for residents by being a supportive resource and coordinating programs that create impact to the residents and residential community. This position works independently and is suited for someone who is proactive, thrives in an environment with a high degree of autonomy and accountability. The Family and Senior Resource Centers are located on the grounds of the housing apartment communities.

The seniors residing at 615 Manhattan live independently. We strive to keep residents as active and involved as possible through educational, social and recreational programs. The seniors are responsible for their own housing, meals, housekeeping, laundry, and personal care.

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.
- Senior programming: coordinate social and recreation activities including bingo, arts and crafts, monthly birthday parties, and lite exercise programs.
- Coordinate & oversee an after-school program and teen program. Create & implement curriculum, homework assistance, & educational enrichment activities.
- Develop & maintain partnerships with local providers to deliver services & programs with a focus on issues seniors face such as entitlement programs & fraud prevention.
- Provide residents with information & referrals to access community resources.
- Develop & maintain relationships with property managers.
- Publish monthly newsletters including calendars 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 Gerontology, Human Services, Social Work, or related field
- Bilingual in Korean and English is required

- One year of experience in delivering social services to seniors, youth, and families, 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 CA Driver's License, clean driving record, current automobile insurance, and availability of insured vehicle.
- Able to lift up to 30 pounds which 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 (40) hours per week, non-exempt position**
- **Schedule:** Monday through Friday, 9am to 5:30pm, at both locations. 3 days a week at 615 Manhattan and 2 days a week at Vista Angelina. Ability to work an occasional Saturday for an event. Schedule subject to change.
- **Two locations:** 615 Manhattan Apartments, 615 S Manhattan Place, Los Angeles 90005 and Vista Angelina Apartments, 418 NE Edgewater Rd, Los Angeles, 90026
- **Benefits offered:** Project Access pays 100% of the employee's medical, dental, group life insurance, 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.

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.

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