



**Job Posting**  
**Resident Services Coordinator**  
Hickory Chase Apartments Project Access Resource Center  
Madison, TN

If you're passionate about creating real impact in our communities, consider Project Access as the next step in your career. Driven by a mission to provide residents of affordable housing communities the opportunity to achieve self-sufficiency and maximize their full potential, we are committed to being a great place to work for a diverse workforce of people committed to a meaningful cause. Whatever your role at Project Access, you will play an essential role in helping us cultivate strong communities, positive changes, and hopeful futures.

**About us:**

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.

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/)

**The opportunity:**

The Resident Services Coordinator provides overall development, implementation, and coordination of programs and services offered to benefit residents, which may include youth, adults, and the elderly who live in the apartment community. The Coordinator creates value for residents by being a supportive resource and coordinating programs that create an impact to the residents and residential community. They identify methods to create long-term positive outcomes through an understanding of the communities in which they serve. This position works independently and is suited for someone who is proactive and thrives in an environment with a high degree of autonomy and accountability. The Resource Center is located on the grounds of the apartment community.

**What you'll be doing:**

- Implement core programs and services, which include connecting, engaging, and empowering residents across four initiatives: Economic Stability, Education for Youth & Families, Health & Wellness, and Community Building.
- Coordinate and oversee an after-school program and teen program encompassing homework assistance and educational enrichment activities; plan, organize, and implement the curriculum.
- Develop & maintain partnerships with local providers to deliver services & workshops.
- Plan & facilitate community-building events throughout the year that promote safe communities and strong connections among residents.
- Provide residents with information & referrals to access community resources and services.
- Develop and maintain strong relationships with the property management team.
- 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.

**What you'll bring to the table:**

- Bachelor's Degree in Social Work, Human Services, or related field, or one to two years social service experience in lieu of degree.
- Minimum of one year experience in after-school programs or educational settings for youth
- Minimum of one year experience serving diverse populations, demonstrating cultural competency and community awareness.
- Proficient with MS Office (Excel, Word, Publisher, Outlook). Basic with Adobe Acrobat, Canva, Salesforce, Concur.
- Strong time management, administrative, and organizational skills.
- Self-starter, multi-tasker, and strong communicator
- The physical activity of this position includes minimal bending, walking, kneeling, reaching, and step climbing. Able to lift up to 30 pounds, which includes large boxes of food for a supplemental food distribution program.

**The details:**

- **This is a part-time (20 hrs/wk), non-exempt position**
- **Schedule:** Monday through Thursday, 1pm-6pm. Ability to work an occasional Saturday for an event. Schedule is subject to change.
- **Location:** Hickory Chase Apartments, 510 Heritage Dr. Madison, TN 37115
- **Wage:** starting at \$21.25/hr
- **Benefits offered:** Project Access offers pro-rated Paid Time Off, 14 paid holidays, Employee Assistance Program, Life insurance, and a Safe Harbor 401(k) with company contribution.

**TO APPLY for this enriching opportunity** please email your cover letter and resume to [anaccarato@project-access.org](mailto:anaccarato@project-access.org) with "Hickory" 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**