



Fenway Community Development Corporation
Senior Resident Services Coordinator – Job Description

Fenway Community Development Corporation (Fenway CDC) seeks a Senior Resident Services Coordinator (Senior RSC) to lead and develop its in-house Resident Services Program. The Senior RSC will report to the Director of Community Programs and work closely with the Community Programs Department to oversee support the residents of 395 units of Fenway CDC's growing affordable housing portfolio.

Fenway CDC is a non-profit membership organization that develops affordable housing and works to achieve greater residential stability and diversity in the Fenway neighborhood. We work to keep the Fenway diverse, sustainable, and open to everyone by creating and protecting housing for low- and moderate-income households, including families and elders; strengthening residents' ability to shape the community's future through organizing, advocacy, and planning; connecting households with services and resources that can help them thrive; and promoting the Fenway's character as a residential district with a unique mix of businesses, academic, cultural and medical institutions, and grassroots artistic and cultural activity.

The **Senior Resident Services Coordinator** will develop, manage and deliver programs and amenities that support stable tenancies and serve children, adults and seniors living in Fenway CDC properties. The Senior RSC will seek continuous improvement of services, and will serve as a conduit for connecting residents to support and programs. This will be a mobile position that will require regular onsite hours at Fenway CDC's properties. In addition to direct teamwork with fellow Fenway CDC staff, the Senior RSC will coordinate with property management staff and community partners.

Essential Responsibilities:

Resident Services/Individual Assistance

- Welcome new residents (and establish/maintain contact with existing residents) and explain the resident services program and services available.
- Provide information and support in accessing local service resources; build relationships to support their needs and goals.
- Identify, assess, select, and provide supportive linkages with partnership referrals and local service agencies, with support from the Director of Community Programs as appropriate.
- Prioritize services that assist residents to maintain stable tenancies, including screening tenants for public benefits eligibility, and support for tenants at risk of eviction.
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency.

Resident Community Building

- Organize and facilitate Building Captains and Resident Steering Committee meetings; problem solve with residents when appropriate.
- Support resident leadership and empowerment.
- Develop effective communication tools and methods to inform residents of tenant training, education and resources.

- Coordinate with property management; help set a tone of inclusion and non-discrimination in the resident community.
- Recruit residents to attend Fenway CDC sponsored programs and services (workforce development, health and wellness, financial stability, food access, community engagement).
- Implement activities that promote a healthy community among residents, facilitate support groups, family programs, social celebrations and community engagement, and leadership development activities.
- Develop partnerships with existing organizations and programs to offer new programs & events when possible.

Program Implementation & Evaluation

- Consistently track and measure programs and target progress with support from the Director of Community Programs.
- Coordinate with property management and Housing Department staff to review and implement Resident Services Plans and Eviction Prevention Plans for Fenway CDC housing developments.
- Document resident outcomes and stories for grant proposals, reports, e-news and social media.

Qualifications

- B.S or B.A degree in social work, human services counseling or similar field or equivalent experience strongly preferred.
- Background in providing and facilitating social services. Experience in an organization that provides affordable housing 3+ years of case management or program management experience with housing, property management, social services and/or eviction prevention.
- Experience working with low-income families, seniors and non-elderly disabled people.
- Demonstrated strong cultural competence for working in a diverse multi-cultural community.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and in planning, implementing, and evaluating programs and services.
- Responsible, self-motivated, and able to carry out and prioritize multiple ongoing projects.
- Enthusiasm for meeting, motivating, and involving people in community activities.
- Excellent verbal and written communication skills and attention to detail.
- Bi- or multi-lingual in English and one of the following languages: Spanish, Portuguese, Haitian Creole, Mandarin, Russian, Amharic and/or Arabic (written and verbal) strongly preferred.
- Demonstrated ability to work independently and as part of a team.
- Strong work ethic, a good sense of humor, and a commitment to social justice.
- Proficiency with Microsoft Office; knowledge of data management software preferred.

Salary and Benefits

Salary range will be commensurate with experience. Fenway CDC has a robust benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, 401k and paid leave.

To Apply:

- Please email resume and thoughtful cover letter to projects@fenwaycdc.org
- Resumes and cover letters will be reviewed and interviews will be scheduled on a rolling basis.

Fenway CDC is an Equal Opportunity Employer and considers qualified applicants for employment regardless of expression, age, color, religion, disability, veteran status, sexual orientation or any other protected class.