



Fenway Community Development Corporation Resident Engagement Coordinator

Fenway CDC works to preserve the Fenway as a vibrant and diverse neighborhood by developing affordable housing, providing programs that enrich lives, and strengthening community voices. The organization is a 501 (c) 3 non-profit. We have three program departments: Real Estate, Community Organizing & Planning, and Community Programs. Our volunteer board and 15+ staff members work collaboratively to serve the neighborhood and advance our mission. Learn more about us at www.fenwaycdc.org.

The Resident Engagement Coordinator (REC) assists residents of Fenway CDC's rental portfolio to maintain successful occupancy of their housing and foster connections within the neighborhood. The REC will work collaboratively across multiple departments and with Fenway CDC's 3rd-party property management agent in implementing the CDC's strategic goals for improving and preserving tenant well-being. This position is a full-time, exempt position and reports to the Director of Community Programs.

DUTIES AND RESPONSIBILITIES

- Coordinate resources for residents that address key community needs: housing stability, health and wellness, food security, economic resiliency, job readiness
- Act as advocates for residents; acts as a liaison between residents and Property Management, community-based agencies, and/or regional government entities as needed; participate in property management & resident services meetings
- Establish and maintain relationships with Resident Services Coordinators offered by the 3rd Party Property Management and other local service providers
- Provide information and initial referral services to connect residents to 3rd Party property manager's resident services around tenant concerns and/or barriers to housing, including but not limited to financial instability, un- or under-employment, health care, and housekeeping
- Publish monthly newsletter and coordinate all messaging from Fenway CDC to its residents
- Collaborate with property management site staff to address resident needs
- Implement and administer effective outreach programs or events Coordinate events and programs targeting community needs in conjunction with the Director of Community Programs
- Participate in regular professional development training
- Organize Building Captain meetings and outreach events to promote Fenway CDC programs. Building Captains are volunteer resident leaders who are advocates for their respective building's needs and communicate regularly with neighbors, and communicate with property management, maintenance & Fenway CDC staff.
- Collect and maintain accurate data and case notes regarding resident contact, needs, services, etc. for reporting purposes
- Other duties as required

QUALIFICATIONS AND CERTIFICATIONS

Fenway CDC does not expect any one candidate to meet all the criteria below, but rather hope you will apply if the role and responsibilities excite you.

Required Skills, Abilities, Education and Experience:

- Degree in social work, public health, or a related field or equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization serving youth and families
- Bilingual Spanish speaker preferred; language skills in Mandarin, Russian, Portuguese, Haitian Creole, and/or Amharic are also encouraged to apply
- Knowledge and experience in affordable housing; experience working with elders is a plus
- Established understanding of city and state programs for low-income residents, disabled, elderly, etc.

Preferred Skills, Abilities, Education and Experience

- Must be able to handle and protect the privacy of highly sensitive, confidential information
- Proactively anticipates, manages, and constructively resolves conflicts and disagreements; engages in trauma-informed communication practices; identifies ways conflict can lead to positive change
- Demonstrates respectful and effective communication with colleagues and residents/tenants – meeting people where they are
- Demonstrates a high level of emotional intelligence, treats others ethically and fairly, and displays integrity and honesty
- Possesses ability to self-direct, strong attention to detail and commitment to excellence in work product while handling multiple projects at one time
- Experience working with at-risk and underserved communities

Team Engagement and Supervision

- Weekly/bi-weekly supervision is provided by Fenway CDC's Director of Community Programs
- Additional field support is provided by Asset Management Associate who works as a part of Fenway CDC's Real Estate team.
- Monthly team meetings and collaboration with 3rd party property manager's resident services team.

Salary and Benefits:

Salary range will be commensurate with experience within a range of \$50,000 to \$55,000. Fenway CDC has a full benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, 401k matching, paid sick, vacation, and holiday leave.

To Apply:

Please email resume and cover letter speaking to your interest and skills for this position to projects@fenwaycdc.org. Applications are encouraged by October 1, 2022 and will be reviewed and evaluated beginning on that date. Interviews will subsequently be scheduled on a rolling basis. We anticipate at least 3 rounds of interviews for the successful candidate.

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.