



Resident Services Coordinator Job Description

ABOUT THE ORGANIZATION

NewVue Communities is the leading non-profit housing developer in North Central Massachusetts and has over forty-five years of serving residents in 22 communities. We serve people from Athol to Harvard.

NewVue Communities is a community-based non-profit organization whose mission is to improve the quality of life of low- and moderate-income residents in North Central Massachusetts through community development. The work of NewVue Communities is about improving and stabilizing neighborhoods, promoting business development, and building the economic, physical and personal or individual assets of local communities and their residents. The community assets range from a house or a business to a new leader or community working together to affect a change.

JOB DESCRIPTION

The Resident Services Coordinator (RSC) will focus on assisting residents in rental housing by helping them maintain successful tenancies and strengthen their economic stability. The RSC will provide information and referrals related to housing stability, crisis intervention, employment, education, and health and safety. Working closely with Property Management (PM), the RSC will follow up on notices issued to residents and will take proactive steps to reduce situations that could lead to eviction. In addition, the RSC will deliver both one-on-one coaching and group services, assessing residents' needs and assisting families as they work toward their personal goals and greater economic and personal independence.

RESPONSIBILITIES:

- Welcome new residents, connect with current residents, and explain the resident services program, including available services and the role of the RSC in helping residents access local community resources.

- Assist residents in accessing rent assistance, case management, housekeeping support, employment services, and other resources that may help prevent notices and potential evictions whenever possible.
- Identify, assess, and develop referral partnerships with local agencies that effectively support residents in achieving stability and reaching their goals. Maintain up-to-date information on available referral resources and create community resource materials to help residents access services.
- Help residents understand property management (PM) tenancy requirements, assist with completing required paperwork, and facilitate communication between residents and PM as needed. Provide mediation when appropriate.
- Refer concerns regarding lease violations to Property Management (PM) and collaborate as part of the management team when residents request assistance with rent payments or lease-related issues, or when PM identifies a resident as being at risk of eviction. Provide referrals and resource connections to help resolve the situation as quickly and positively as possible. Maintain thorough documentation of all efforts and submit written updates to PM, including actions taken, follow-up goals and outcomes, and final resolution.
- Regularly report program outcomes, support services provided, and resident goals to Property Management (PM) and leadership. Reports should include measurable timelines, goal completion deadlines, current services being delivered, and pending intake or referral activities to support ongoing program evaluation and improvement.
- Assist in organizing and facilitating resident meetings and social events as requested by residents and management.
- Develop a bi-monthly resident newsletter that is accessible and inclusive of residents who speak different languages.
- Support residents in improving their quality of life by encouraging and empowering them to achieve greater self-sufficiency.
- Remained informed of policies and issues that may directly impact tenant families
- Perform other housing- and resident-related tasks as assigned by management or suggested by Property Management (PM).

QUALIFICATIONS:

- Minimum 3 years of experience working in resource information and referral, community organizing and/or case management
- Bachelor's degree in social work, human services, psychology, counseling, or a related field is often preferred.
- Proven ability to effectively serve, support, and build relationships within diverse, multicultural communities, particularly among residents with low to moderate incomes.

- Personal and/or professional understanding of causes that affect housing instability and/or poverty.
- Experience working with the homeless population and a strong understanding of the challenges and resources associated with homelessness.
- Proven project management skills, including the ability to manage and prioritize multiple tasks effectively.
- Excellent interpersonal skills and the ability to work effectively in both individual and group settings
- Ability to perform duties independently and also collaboratively as part of a small staff team
- Proven ability to consistently follow policies and procedures, including adherence to standard practices of informed consent, client confidentiality and mandatory reporting
- Demonstrate capacity to respond effectively and compassionately to challenging client interactions, while maintaining clear and consistent professional boundaries
- Capacity to adapt amidst agency growth and program development.
- Strong oral and written communication skills
- Fluency in both English and Spanish is required for this position.
- Experience maintaining timely, consistent and accurate records and data files
- Demonstrated understanding of the importance of data collection
- Strong knowledge of computer software, including Microsoft Word, Excel, and Power Point. Experience with OneSite and/or SalesForce is a plus.
- Ability to work some evening and weekend hours, as needed
- Current driver's license, with access to own vehicle
- Ability to speak, read and write the Spanish language
- Familiarity with affordable housing, including the basics of funding and tenant eligibility structures
- Knowledge of state and city laws regarding landlord and tenant rights and responsibilities

Note: This job description is not intended to be all-inclusive or exclusive. Employees in this role may be asked to perform additional duties as needed. Candidates must demonstrate sensitivity to the needs of low- and moderate-income individuals and be responsive to the communities served by NewVue, including funders, program participants, and NewVue members.

The salary range for this full-time 40 hours a week position, subject to experience and qualifications, is: \$50,000 - \$67,000 plus benefits.

If you believe your skills and qualifications align with this position and can contribute to NewVue, we encourage you to apply. Please submit a **cover letter and resume combined as a single document** to jobs@nvcomm.org. **No phone calls or separate letters, please.**

For questions, contact: **Madeline Mendoza, Director of Housing & Financial Services –** mmendoza@nvcomm.org.

NewVue Communities views diversity, inclusion, and cultural competence as vital principles in all our work with clients and communities. We welcome and encourage applications from visible minority groups members, indigenous persons, members of the LGBTQ community, persons with disabilities, and others who may contribute to the diversity of the organization and who reflect the diversity of the communities we serve.

NewVue Communities provides equal employment opportunities to all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Women, minorities, individuals with disabilities and veterans are encouraged to apply.