

## **RESIDENT SERVICE COORDINATOR**

### **Description and Details:**

The Everett Housing Authority is seeking a part-time Resident Service Coordinator (RSC). The RSC conducts assessment, reassessment and monitoring of services provided to households residing in our family public housing developments. The RSC provides information, referral and service coordination to households. The RSC will be responsible for collecting and providing all necessary metrics and reports to the Executive Director and The Executive Office of Housing & Livable Communities. The RSC will assist residents having difficulty with their lease obligations, such as paying rent on time, taking proper care of the unit, and ensuring quiet enjoyment of the property for all residents' and surrounding neighbors.

**Qualifications:** Associates or bachelor's degree in relating field or at least 3 years' experience in a related field or college degree ideally with the focus in social work, public health, human services or community development. Two years' experience providing individual services to a diverse population of individuals and families, knowledge of community resources and service networks, and the ability to develop community partnerships. Social Work license preferred. Applicants must have valid Massachusetts driver's license and their own transportation. Bilingual skills preferred.

**Resident Service Coordinator Responsibilities:** The RSC will be responsible for empowering and supporting residents in the following areas:

- Assess the needs of residents and families living within EHA family developments.
- Develop and implement supportive services in collaboration with residents and local community service providers.
- Remain updated on Fair Housing, mandated reporting and other pertinent rules and regulations.
- Provide case management services including but not limited to issues with housekeeping, hoarding behaviors and ensure residents have access to public services that assist with rental arrearage, financial stability and health services.
- Effectively communicate with residents to ensure residents are informed of available assistance, programs and community activities.
- Maintain all necessary information regarding services to residents in a confidential manner.
- Collaborate and coordinate with property management team to ensure residents remain stably housed and in compliance with lease terms.

### **How to Apply:**

Please submit cover letter with resume by email to Stephen Kergo, Executive Director, at [Executivedirector@everetthousingauthority.org](mailto:Executivedirector@everetthousingauthority.org). The Everett Housing Authority is an Affirmative Action, Equal Opportunity Employer.

**This is a staff position part-time (18 hrs./wk.); salary \$38.606. No benefits.**