

Resident Services Coordinator Job Posting
Just A Start
CAMBRIDGE, MA

Just A Start is a community development corporation dedicated to promoting equity by creating access to stable housing and building pathways to economic opportunity. We build and preserve affordable housing, offer education and workforce training, and provide housing resources and services to low-to moderate-income people in Cambridge and nearby communities.

Reporting to the Director of Housing Services, the Resident Services Coordinator is responsible managing services for residents living in Just A Start's affordable housing community with the goal of enhancing the capacity of the residents to retain stable housing and thrive. As the main point of contact for residents, the Resident Services Coordinator connects residents with on-site activities, Just A Start services, and other local resources, in addition to addressing issues affecting residents' finances, tenancy, and general well-being.

Just A Start is moving from mainly remote work to a more permanent hybrid model and expects full-time employees to spend 3 days/week in the office.

MAIN RESPONSIBILITIES:

- **Building Relationships:** Meet individually with residents to make assessments and appropriate referrals for services, including accessing federal and state public benefits, financial coaching, and other issues that impact the resident's quality of life.
- **Service Connection and Coordinator:** Build and maintain working relationships with an integrated network of proven supportive service providers, including Just A Start programs and those offering workforce, employment, housing readiness, youth education, individual/family stabilization, and technology services
- **Property Management Collaboration:** Work with property management to ensure timely re-certifications, rent payment, intervening to address issues through budgeting help and counseling with individual residents.

REQUIREMENTS:

- BA/BS degree and a minimum of three years relevant work experience with low income populations, preferred. Equivalent work or lived experience considered.
- Ability to de-escalate conflict.
- Entrepreneurial and creative with an interest in developing and growing programs to improve the quality of life for residents.
- Effective communicator who is able to engage a wide range of stakeholders in multiple ways.
- Ability to work with a diverse group and establish strong professional relationships.
- Ability to work in a strengths-based, empowerment model.
- Proficient in MS Office Suite.
- Ability to learn and use Salesforce.
- Bi-lingual in Spanish, Bengali, Amharic, Chinese, or Hindi, preferred.

Starting salary \$55,000 – 60,000 annual. In addition to a competitive salary, Just A Start offers excellent benefits, including medical, dental, PTO, VTO, 13 paid holidays and 401k with 3% employer contribution. Please submit a cover letter along with your resume.

Just A Start is an Equal Opportunity Employer. Our staff represents a wide range of ages, races, interests, and backgrounds coming together in pursuit of common goals. We value diversity and work together to create an inclusive culture where people from all backgrounds can thrive and belong. Applications from women and people of color are strongly encouraged. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or expression, genetics or any other characteristic protected by law.

[Click here to apply!](#)