

## Resident Service Coordinator

Harborlight Homes is a leader in providing service-enriched affordable housing throughout the North Shore region. As one of the oldest and largest nonprofit affordable housing providers in the area, we strive to make home happen for everyone. As the on-site Resident Service Coordinator, you will provide support and guidance to residents, assisting in retaining tenancy, promoting resident independence, and acting as an advocate for residents and affordable housing in general.

The Resident Service Coordinator will be a consistent touchstone for our residents from the day they move in throughout their tenancy with us. Using dedication and compassion, you will play a crucial role in enhancing the quality of life for our residents. You will be the bridge between our community and essential services, ensuring residents have access to the resources they need to thrive while ensuring that care plans are coordinated with community assessment services and bi-annual assessments. In addition, you will assist in preparing and submitting reports, gather and maintain up to date data, and stay up to date on required training or certifications.

To succeed in this role, you are a patient and approachable self-starter focused on supporting a diverse resident base. You can build strong relationships with residents, understand their needs, and are informed on relevant services and programs. As a source of knowledge, you will assist residents in accessing community resources such as healthcare, mental health services, job training, and educational programs. You are a balanced mediator, able to negotiate disputes and address resident concerns to maintain a harmonious living environment.

### Required Experience and Qualifications:

- Bachelor's degree in Social Work, Psychology or Counseling or related field preferred OR 1-3 years related work experience in social service environment
- Prior experience working with all ages of diverse populations
- Experience with job placement services, such as resume building and interview coaching preferred
- Competency with Microsoft Office and general computer proficiency

### Salary Range:

\$23-\$26 Hourly

Harborlight Homes values each member of our team and ensures a competitive salary and benefits package including 100% employer-paid individual health, dental, and life insurance, employer-contributions to retirement, and generous paid time off, and more.

*As an organization we are committed to providing education on the history of housing and the ways it has been used as a vessel to disproportionately affect wealth, employment, and other health outcomes for low-income, communities of color. We believe this education must be centered on the work we do. Hence, we strongly encourage applicants of all backgrounds, experiences, and beliefs to join our cause.*