



ANDOVER HOUSING AUTHORITY

100 Morton Street Andover, Mass. 01810 Tel. 978-475-2365 FAX: 978-475-0313
TDD 1-800-545-1833 X372

Resident Services Coordinator

Purpose

To improve the viability of the housing development and the quality of life for residents by increasing access to supportive services and encouraging participation in programs that enhance physical, social, and mental well-being.

Position Summary

The Resident Services Coordinator reports to the Executive Director. The RSC is mission-focused and demonstrates accountability, collaboration, and a strong commitment to positive resident outcomes. This position develops and implements supportive service programming in collaboration with residents, Housing Authority staff, volunteers, and community partners.

The RSC provides ongoing outreach to identify residents who may benefit from services, identify program and service gaps, recruit volunteers, and coordinate referrals. The RSC serves as a liaison to human service providers and represents the Housing Authority in community groups and initiatives. The position may assist with identifying additional funding or grant opportunities to support resident services.

Duties & Responsibilities

- Inform residents of available social service programs offered through the Housing Authority and community partners
- Assess resident needs and coordinate supportive service programs addressing educational, recreational, social, wellness, and self-sufficiency goals
- Develop, implement, and evaluate resident service programs and activities
- Coordinate referrals to social, educational, health, legal, and supportive service providers
- Assist residents with applications and enrollment for services and benefits
- Maintain regular contact with residents in person, by phone, and in writing
- Provide follow-up and ongoing support to residents with complex or ongoing needs

- Work collaboratively with AHA Staff and Senior Advocates to identify service needs and ensure appropriate referrals
- Maintain active relationships with community agencies to improve service delivery
- Maintain case notes and prepare required monthly and annual reports
- Develop and maintain resident communication tools including newsletters, flyers, calendars, and announcements
- Maintain an up-to-date directory of community resources
- Plan and coordinate activities year-round, including school vacation periods and seasonal programming
- Conduct presentations, workshops, and educational sessions for residents
- Assist with outreach and engagement of residents, families, and community partners
- Support volunteer initiatives related to resident services
- Attend meetings and represent the Housing Authority in service-related collaborations
- Perform other related duties as assigned

Reporting Relationship

Under the general direction of the Housing Operations Manager or as directed by the Executive Director.

Assigned Program Area

Family and Elderly State-Aided Housing Programs –Total of 274 Units

Physical Requirements

Ability to walk throughout housing developments, climb stairs, and navigate offices and common areas. Must be able to sit, stand, walk, kneel, stoop, and crouch, and lift or move up to twenty-five (25) pounds. Position requires effective verbal and written communication with residents, applicants, and staff.

Minimum Qualifications:

- Associate's degree in social work, counseling, or a related field.
- Three (3) to five (5) years of direct experience delivering supportive services or programs that promote educational, recreational, social, and self-sufficiency outcomes for public housing seniors, non-elderly residents with disabilities, and families.
- An equivalent combination of education and experience may be considered.

Additional Requirements:

- Knowledge of community resources, entitlement programs, and service coordination systems.
- Strong organizational, communication, and customer service skills.
- Demonstrated ability to develop, implement, coordinate, and monitor resident service programs.
- Proficiency in Microsoft Office (Word, Excel, Outlook); experience with housing management software is a plus.
- Ability to maintain confidentiality and professionalism at all times.
- Ability to work effectively with individuals from diverse socioeconomic and cultural backgrounds.
- Bilingual language skills are a plus.
- Valid driver's license and reliable transportation.
- Ability to pass applicable background checks.

Submit a cover letter and resume to Emily LaMacchia, Executive Director at emily@andoverhousing.org with subject Resident Service Coordinator, or mail to: Andover Housing Authority 100 Morton Street, Andover MA 01810.

All candidates are subject to a comprehensive pre-employment background screening including but not limited to criminal, education and employment.

The Andover Housing Authority is an Equal Opportunity Employer.