

**Resident Services Program Coordinator**

**Maloney Properties – Voted “Best Place to Work” by its employees for 5 years!**

**Our team is hard-working and motivated toward providing the best possible housing experience for our residents. Our reputation for customer service and quality workmanship is exemplary in the industry.**

**About Us**

Established in 1981, Maloney Properties, Inc. (MPI) is a successful women-owned business. We manage more than 100 housing communities with more than 13,000 units throughout the New England area. MPI has developed a unique culture and work environment that is a significant factor in our success and enables us to attract and retain the best talent and finest professionals in the industry.

We are a company with a human focus and feel passionately and genuinely that our employees are our greatest asset. We are dedicated to teamwork, staff development and training. Maloney Properties is an Equal Opportunity Employer.

**Your Responsibilities**

Reporting to the Director of Resident Services the Program Coordinator will:

* Provide group consultation to Resident Services Coordinator (RSCs) across the Maloney portfolio at least bi-monthly.
* Oversight and coordination of graduate social work intern program to include screening, supervision, and evaluation of interns.
* Act as liaison to graduate school internship programs.
* Provide supervision to MSWs seeking to be licensed (internally or contracted).
* Assist with orientation of new RSCs and provide individual and group coaching/training to all RSCs as identified.
* Provide coverage as needed for sites when the site RSC is on leave and/or during transition periods.
* Provide periodic training for RSCs and other site staff in resident service issues.
* Provide ongoing information, consultation, and crisis intervention support to RSCs.
* Act as resource to Property Managers at properties where there is no RSC
* Provide case management and program development services periodically to properties that do not have a formal Resident Services Program.
* Provide direct resident services to specifically identified sites with minimal resident service budgets and to sites that have contracted for restricted resident services. This requires significant travel to various sites across the portfolio.
* Provide crisis intervention services (i.e. protective services, medical and psychiatric emergencies, disaster or trauma, grief support) for sites where there is no RSC.
* Work with Director of Resident Services to develop policies and procedures.
* Build collaborative partnerships and networks and obtain resources for properties that benefit the portfolio.
* And other such duties as may be determined necessary for the well-being of the total operation of properties.
* Other duties as assigned.

**Your Qualifications**

* At least 5-10 years of experience in housing or related field, 2-5 years’ experience supervising graduate social work interns.
* Must be a LICSW.
* Must be willing to travel to various sites on a daily/weekly basis across the portfolio.
* Must have a valid Driver’s License and access to a vehicle.
* Must have competence working with Microsoft Office and previous experience working with databases is strongly desired.
* Bi-lingual in English and Spanish, Mandarin/Cantonese, or Haitian Creole strongly desired.

**Compensation & Benefits:**

MPI offers a family friendly workplace and healthy work-life balance. In addition to a competitive salary and benefits package we also offer the following:

* Training programs and opportunities that lead to employee advancement and promotions.
* A flexible work schedule and the ability in many cases to work remotely.
* A generous Employee Referral Program with a bonus of up to $1,000 per hire.
* Volunteer and fundraising opportunities for annual causes such as the AIDS Walk and Stand Against Racism, just to name a few.

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