Wingate Companies is seeking a Resident Service Coordinator to assist residents at several affordable housing sites in Rhode Island and Southeastern MA. The RSC is involved, engaged and active in building positive relationships with staff, residents and community agencies. They will connect residents with services, resources and programs relevant to their unique needs as well as provide, plan and coordinate wellness, educational and enrichment programs and services at each site. The RSC seeks to contribute to a successful (positive) fulfilling tenancy where residents feel secure, cared for and connected in their neighborhood building and to the community at large.

Reliable transportation is a must as the position requires frequent travel throughout the state of Rhode Island and Southern Massachusetts. Bilingual in English/Spanish a plus.

**POSITION SUMMARY**

The Resident Services Coordinator is responsible for the coordination of services of the resident population. Effective service provision is reliant on a commitment from the entire management team, in which the Resident Service Coordinator plays a pivotal role in contributing to a culture where the resident experience of home and community is the best it can possibly be. The Resident Services Coordinator is directly supervised by the Senior Resident Coordinator.

**ESSENTIAL FUNCTIONS**

Duties may include, but are not limited to the following areas:

* Identify community support resources and delivery methods, determine eligibility for accessing these services and assist residents in need to obtain them.
* Empower residents to make informed decisions that are conducive to their well- being, independence, self-esteem and life satisfaction.
* Work with residents who are at risk of eviction to manage affairs that are putting their housing in jeopardy.
* Assist vulnerable/at risk residents in accessing medical, psychological, social and rehabilitative supports that improve their quality of life and help them to age in place.
* Provide advocacy for the resident population.
* Educate residents on benefits and services for which they qualify and assist with acquiring them when requested.
* Serve as a liaison between residents and management.
* Facilitate resolution of conflicts between residents/neighbors
* Work as a team with resident circle of support which may include family members, friends, neighbors and service professionals to maximize quality of life and well- being.
* Work to create a climate of connection and community spirit within each neighborhood building.
* Establish relevant on-site educational, wellness and enrichment programs and services.
* Provide direct interventions and crisis intervention to residents.
* Develop cooperative working relationships with federal, state and local community agencies and service providers.
* Maintain documentation of interventions, services and communication in a confidential manner.
* Complete and submit necessary HUD reports and other documentation as required.

**QUALIFICATIONS: SKILLS & ABILITIES**

* Bachelor's degree in Human Services or related field preferred
* 2 to 5 years’ experience required
* Demonstrated competency with Microsoft Office required
* Excellent communication skills both oral and written
* Ability to establish trust, to actively listen and to assist residents in defining their problems and identifying possible resources and solutions.
* Trait of being dependable and trustworthy
* Ability to utilize available time to organize and complete work within given deadlines
* Ability to work at a sustained pace and produce quality work
* Bilingual English/Spanish a plus

This job description is subject to change, and at no time should be construed to be all inclusive.

Wingate is an equal opportunity employer.

Job Type: Full-time

Experience: Social Service Experience: 2 years (Required)

Education: Bachelor's (Preferred)

Work authorization: United States (Required)

Work Location: Multiple Locations

Benefit Conditions: Waiting period may apply

If interested, please email resume to Kristin Caproni, Senior Resident Service Coordinator, at kcaproni@wingatecompanies.com