**Resident Service Coordinator – Lowell, MA**

The Caleb Group is hiring a Part Time, 24 hour per week, Resident Service Coordinator to serve two family sites in Lowell. The Resident Service Coordinator works as a member of the site-based property management team, and connects residents to resources and services that are available in the general community. The Resident Service Coordinator also coordinates and oversees programming at the site. The Lowell properties have a large Spanish speaking population, so being bilingual (English/Spanish) is a requirement of this position.

**The Resident Services is responsible for the day-to day development and oversight of resident service programs and services at the three properties. Other responsibilities include:**

* Assess resident’s strengths and needs across the properties
* Establish and nurture strategic partnerships with local organizations, charities, agencies and service providers who can provide direct services to residents. Outside services might include home health aides, financial assistance, counseling (mental health and substance abuse), job search/training, general education and food assistance.
* Create and oversee a yearly on site program plan and budget.
* As a member of the property management team, follow up on referrals from residents and staff regarding resident needs and desires.
* Work with property manager and maintenance to ensure housing stabilization.
* Identify resident leaders/volunteers to assist with site based programs.
* Maintain resident confidentiality and comply with code of ethics.

**Skills Required:**

* Excellent communication and interpersonal skills.
* Ability to work as a member of a diverse team
* Bilingual – English/Spanish
* Demonstrated knowledge of area community services, program planning and implementation.
* Proven experience in service management, including problem solving and advocacy.
* Conflict Resolution skills
* Experience working with older adults, individuals living with disabilities, and families.
* Willingness and desire to work with a diverse population.
* Professional in behavior and appearance.
* Energetic, enthusiastic, and outgoing team player.
* Must be computer literate and be able to produce clearly written files, reports, emails and newsletters.
* Ability to work independently
* Sense of humor.

**Education and Experience:**

BA/BS in human services or related field and two or more years working with residents in a community. Or 5 years of experience working with residents in a community.

Competitive salary & excellent benefits! Interested and qualified candidates please submit resume to [careers@thecalebgroup.org](mailto:careers@thecalebgroup.org). Pre-employment background check required. EOE

*The Caleb Group is a non-profit organization that manages and develops affordable housing in Connecticut, Maine, Massachusetts, and New Hampshire. The Caleb Group provides secure, affordable homes and builds stable communities that offer diverse populations the tools and resources to empower individuals to make positive changes in their lives.*