



Resident Service Coordinator

The primary function of the Resident Service Coordinator is to enhance the quality of life for residents by providing education and access to benefits and services, while at the same time empowering them to remain as independent and self-reliant as possible. The Resident Service Coordinator acts as a link between residents and outside service providers and agencies, and makes referrals as needed and permitted by residents to enhance their physical, financial, social, and mental well-being. The Resident Service Coordinator acts on behalf of RCAP Solutions Property Management Division in collaboration with the Property Manager and with the supervision of the Senior Resident Service Coordinator to develop and implement supportive services at the assigned development(s). He/she works as a member of the site's management team. Supervision is provided by the Senior Resident Service Coordinator. It is the responsibility of the Service Coordinator to ensure that the needs of the residents are balanced with the priorities and standards of RCAP Solutions.

Key Responsibilities:

- Welcome new residents establish contact with existing residents, and explain the resident services program, its offerings, and the RSC role in assisting residents who desire access to benefits and services.
- Identify and assess individual and family needs when appropriate; inform the resident of available resources and provide support in accessing services successfully.
- Develop and monitor service plans for residents, including their families and caregivers when possible.
- Develop and maintain an onsite resource guide of service providers available to the residents.
- Maintain accurate, timely and confidential documentation on all clients served.
- Help set a tone of inclusion and non-discrimination in the resident community.
- Coordinate with property management staff on issues relating to resident behavior and welfare, and project stability. Offer links and referral support when needed to maintain stable housing.
- Develop supportive professional relationships with residents to help them enhance their quality of life, empower them to develop life goals and encourage them in taking the steps to achieve self-sufficiency.
- Serve as an advocate for residents both in the building and in the community.
- Identify, assess, select, develop and maintain referral relationships with local agencies to effectively assist residents.
- Provide supportive linkages between residents and referral agency staff when residents or agencies request assistance.
- Completes HUD Semi-Annual RSC Performance Report in an accurate, professional and timely manner.
- Keep current with all rules, regulations and subsequent changes to the rules for social service programs and attend meetings and seminars as required.
- Attend mandatory social service training sponsored by HUD and/or MassHousing. Complete a minimum of 36 training hours in core requirements within (12) months of initial hiring.
- RSC must receive certification by Massachusetts Association Resident Service Coordinators (MARSCH) within one year.
- Annually, thereafter, RSC must attend at least 12 hours of training.
- Respond to emergency crisis intervention during non-business hours if needed.



- Refer concerns about lease violations to the Property Manager and work as part of the management team when a resident is identified as being in jeopardy of eviction. Offer linkages and referral support to the resident to positively and quickly rectify the situation.
- Help to facilitate resident meetings, community building initiatives and social activities as desired by residents.
- Work with property manager in mediating conflicts between residents.
- Effectively communicate with residents by newsletter, flyer, bulletin board etc., making sure that communication is inclusive of language differences and the visually impaired.
- Coordinates ongoing preventative, enrichment, wellness, and other quality of life programs for the resident population in the on-site community room. Create flyers and calendars of events, markets programs to residents, and maintain a file on such activities.
- Complete other housing and resident related assignments as directed by the supervisor.

Education and Experience Requirements:

- The Service Coordinator position requires an ability to work in a complex and non-traditional service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with children and families, and persons with disabilities is essential.
- Bachelor's degree or higher in Social Work, Psychology, Counseling, or related specialty

Qualifications & Skills:

- 2 - 4 years case management experience with a social service agency.
- Proficient with industry software, word processing and Excel.
- Knowledge of relevant state, federal, and local resources and agencies.
- Strong communication, writing, problem-solving and organizational skills, in addition to strong advocacy capabilities.
- Training in disability services, substance abuse, and mental health issues.
- Bilingual preferred (Spanish/English).

Certifications or Licensures

- Valid Driver's License and reliable transportation

Working Conditions

- Typical office setting

Location-Townsend, MA (32 Hours)

Grade Level: 16

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Send cover letter and resume to our Human Resources Department or Email: [HR @rcapsolutions.org](mailto:HR@rcapsolutions.org)

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