



Community Stabilization Coach

Salem, MA

This is a Full-Time Service Opportunity through the AmeriCorps LISC program (11 months, 1700-Hours)

Why Work at North Shore CDC?

North Shore Community Development Coalition (NSCDC) is a regional, nonprofit organization committed to investing in neighborhoods to create thriving communities. We envision a North Shore where every neighborhood is one of choice and opportunity. Our neighborhood revitalization model focuses on projects that have lasting benefits for entire neighborhoods with need-based programs that build future city leaders and self-sufficient residents. Our diverse staff is passionate and committed to helping our communities thrive and grow. This position offers the chance to make a significant difference in the lives of North Shore Residents while building your own professional skills in case management and client services.

This Position Description and the activities and goals noted below represent the service the Member will be providing at the placement site North Shore Community Development Coalition. This is an AmeriCorps position and as such, the Member may not engage in prohibited activities as part of his/her/their service. An AmeriCorps Member is providing national service and is not considered an employee of either LISC or the placement site. AmeriCorps members are responsible to perform the activities outlined below, and work towards achieving the goals outlined in this Position Description.

KEY RESPONSIBILITIES:

The Member is expected to undertake the following generalized activities toward goal achievement. These activities may or may not include administrative duties related to the below goals/activities, or newly assigned activities that are allowable and not prohibited by AmeriCorps, may be assigned by the placement site in furtherance of goal attainment:

- **On-Site Engagement & Resident Support:**
Maintain regular hours at larger properties to welcome new and existing residents, explain available services, assist with public benefits screening, and support eviction prevention.
- **Case Management:**
Identify resident needs, document case notes per WISP procedures, and connect residents with local resources.
 - Conducts client screenings and intakes
 - Engages in goal-planning with the client.
 - Develops, monitors, and evaluates participants' service plans.
 - Determines clients' needs by conducting case management and regular check-ins.
 - Provides referrals and support services to all clients as they participate in program activities.
 - Addresses clients' concerns and goals while maintaining consistent communication.
 - Identifies barriers to housing stability.



- Helps clients maintain housing stability through RAFT application assistance, budgeting and financial planning and referrals to community resources and legal aid.
- Community Building:
 - Organize and lead meetings, support groups, and social events to foster community engagement and leadership, while developing local partnerships.
 - Facilitates and implements workshops on topics such as tenant rights, stress reduction, housing 101, self-care, sexual health, knowledge about social safety net programs, financial planning and wellness, building credit and more.
 - Develops and maintains relationships with community-based agencies.
- Reporting & Administration:

Keep accurate records, produce timely reports, support OppCo activities, and meet annual work plan requirements.
- Completes progress notes and other documentation responsibilities and compiles data for monthly reporting
- Participates in staff meetings and training.
- Attend and participate in all LISC AmeriCorps sponsored activities including but not limited to:
 - Attend onboarding sessions coordinated by LISC
 - Attend a national leadership conference in March 2025
 - Attend all locally sponsored monthly meetings
 - Participate in nationally sponsored webinars
 - Actively participate in at least two team coordinated service projects (one for Dr. Martin Luther King, Jr. Day of Service and one for National AmeriCorps Week)
 - Engage in any other LISC events as determined by the local LISC office.

QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

- A high school diploma is required.
- Must have written and oral communication skills in both English and Spanish
- A strong commitment to helping underserved communities thrive economically
- Extensive working knowledge of computers and computer systems including Microsoft and Google Suites

SPECIFIC SKILLS:

- Bilingual in English and Spanish
- Team-oriented, able to work cooperatively with staff and other volunteers.



- A good sense of humor
- Ability to reach community members in culturally competent and authentic ways, particularly in underserved and historically underrepresented communities
- Exceptional interpersonal and community engagement skills, with demonstrated ability to facilitate difficult conversations and build consensus with diverse public, private, and community-based stakeholder groups
- Ability to work a flexible schedule (some nights and weekends may be required)

To Apply: Please submit both a resume and cover letter to: Hannah Anselmo, Resident Services Manager at Johanna@northshorecdc.org.

More Information: North Shore CDC is a member of Opportunity Communities (OppCo), a non-profit membership organization. OppCo provides human resources for NSCDC. OppCo and its member CDCs, North Shore CDC, Nuestra Comunidad CDC, and The Neighborhood Developers are equal opportunity organizations. We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, national origin, age, gender, gender identity, sexual orientation, marital status, disability, veteran status, or any other basis protected by applicable federal, state, or local law.