



Job Title: Resident Services Coordinator

Position Type: Full Time Salary Position (between \$47,840 - \$52,000 annually)

Reports to: Resident Services Manager

Location: Salem, MA

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. ***We offer extremely competitive benefits including funding for professional development, a full suite of healthcare benefits, generous paid time off, company-provided week off in the Winter and Summer, and more. We offer paid training for required training certifications. For more information visit our website www.northshorecdc.org or visit us on social media @northshorecdc.org***

About the Position

North Shore CDC is seeking a compassionate, resourceful, and highly motivated **Resident Services Coordinator** to support residents and community members experiencing or at risk of housing instability or homelessness.

Working with young adults, families, seniors, and individuals, the Resident Services Coordinator will provide outreach, case management, resource navigation, crisis support, and community programming. The ideal candidate can build trusting relationships, manage multiple priorities, and work collaboratively using a strengths-based, trauma-informed, culturally responsive, and person-centered approach.

Key Responsibilities

Resident Support and Case Management

- Conduct outreach, intake, and needs assessments, with particular attention to young people experiencing or at risk of homelessness.
- Develop individualized service plans and provide ongoing case management, coaching, and follow-up.
- Help participants access housing, employment, education, healthcare, public benefits, food, transportation, and other resources.
- Provide referrals, coordinate services, and advocate with and on behalf of participants while promoting independence.
- Provide crisis intervention and connect participants to emergency shelter or other appropriate resources when needed.



Community Engagement and Programming

- Build relationships with residents, property management, service providers, government agencies, businesses, and community organizations.
- Coordinate workshops and activities that promote wellness, education, employment, social connection, and lifelong learning.
- Encourage resident participation and support resident-led initiatives.
- Identify emerging community needs and opportunities for new resources, services, and partnerships.
- Assist with coordinating interns, fellows, and volunteers supporting resident services.

Collaboration, Documentation, and Reporting

- Collaborate with NSCDC staff, property management, and external partners while maintaining confidentiality and professional boundaries.
- Maintain accurate and timely records of assessments, services, referrals, participant progress, and outcomes.
- Complete required intake, eligibility, case documentation, data tracking, and program reports.
- Support grant compliance and participate in case reviews, team meetings, supervision, training, and professional development.

Qualifications

- Three or more years of experience in social services, resident services, housing services, case management, or a related field is preferred.
- Knowledge of affordable housing and assistance programs, including LIHTC, RAFT, or HUD-related programs.
- Familiarity with tenant income recertification and affordable housing administrative processes.
- Strong interpersonal, organizational, time-management, and communication skills.
- Ability to work independently, balance multiple priorities, and respond effectively to individuals experiencing crisis.
- Experience facilitating groups, workshops, or community activities.
- Commitment to serving diverse populations through a compassionate, culturally responsive, and person-centered approach.
- Bilingual proficiency in Spanish or another language commonly spoken in the community is a plus.
- Availability for occasional evening events.
- Daily access to an automobile and a valid Massachusetts driver's license may be required.

HOW TO APPLY

Please **visit this link** and click "Apply for this Position", or submit a thoughtful cover letter and resume with Resident Services Coordinator in the subject line to hr@oppcommunities.org.



Opportunity Communities (OppCo)

recruitment activities for North Shore Community Development Coalition (North Shore CDC). Contact **hr@oppcommunities.org** with any questions.

Human Resources facilitates all job postings and

North Shore CDC is an equal opportunity employer and encourages applications from individuals of all backgrounds.