



Job Title: Resident Services Coordinator

Position Type: Part Time Hourly Position (\$23/hour)

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, 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

The Resident Services Coordinator supports individuals and families living in housing developed by North Shore Community Development Coalition Inc. as well as residents in the broader community who are seeking housing stability and supportive resources. This role focuses on strengthening resident well-being, preventing housing instability, and connecting residents to opportunities that support long-term success. The Coordinator provides direct support, resource navigation, and community programming that helps residents access services, build independence, and remain stably housed. The Resident Services Coordinator serves as a key connector between residents, property management teams, community partners, and service providers while contributing to the broader mission and community impact of North Shore Community Development Coalition Inc.

KEY RESPONSIBILITIES

Resident Support & Resource Navigation

- Develop and maintain supportive relationships with residents (seniors, young adults, housing unstable).
- Conduct needs assessments and provide referrals to appropriate community resources (e.g., healthcare, food access, transportation, benefits assistance, mental health supports).
- Provide regular check-ins and follow-ups to support housing stability and wellbeing.
- Assist residents with applications and paperwork related to public benefits and supportive services when needed.
- Provide crisis intervention and support in coordination with property management and external partners.



Programming & Community Building

- Coordinate and facilitate on-site programs and workshops that promote wellness, social connection, and lifelong learning.
- Partner with local service providers to offer educational and health-related programming.
- Encourage resident engagement and support resident-led activities.
- Plan occasional events to reduce isolation and strengthen community among residents
- Coordinate and supervise interns, fellows and volunteers

Collaboration & Communication

- Maintain regular communication with property management staff regarding resident needs while respecting confidentiality.
- Build relationships with local service providers, healthcare organizations, and community agencies.
- Participate in internal NSCDC meetings and required trainings.

Documentation & Reporting

- Maintain accurate and confidential records of resident interactions and referrals.
- Track services provided and outcomes for reporting purposes.
- Support grant compliance requirements by documenting activities and outcomes.

QUALIFICATIONS

- 5+ years of experience in social services, senior services, resident services, or a related field preferred.
- Working knowledge of affordable housing programs such as Low-Income Housing Tax Credit (LIHTC), RAFT or HUD related programs.
- Familiarity with tenant income recertification process and administrative functions for individuals within the affordable housing community.
- Ability to work independently and manage time effectively in a part-time role.
- Strong interpersonal, organizational, and written communication skills.
- Compassionate, patient, and culturally responsive approach to working with diverse senior populations.
- Bilingual (Spanish or other languages common in the community) is a plus.
- Occasional evening events may be required; flexible scheduling is available.

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) Human Resources facilitates all job postings and recruitment activities for North Shore Community Development Coalition (North Shore CDC). Contact [**hr@oppcommunities.org**](mailto:hr@oppcommunities.org) with any questions.

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