



## **Job Description Resident Resources Specialist**

**Overview of Organization:** The Allston Brighton CDC (ABCDC) engages neighborhood residents in an ongoing process of shaping and carrying out a common vision of a diverse and stable neighborhood in the face of sustained economic pressures. That vision is evident in community-led projects that protect and create affordable housing, create greenspace, foster a healthy local economy, provide avenues for economic self-sufficiency, and increase understanding among and between neighborhood residents.

The Allston Brighton CDC is committed to overcoming racism. We are actively working to ensure that we represent the diversity of our community at all levels of our organization and nurture an environment that is free from discrimination, intolerance and harassment.

ABCDC has developed and oversees management of over 500 affordable homes for rent and to own, offers homebuying and asset building programs, provides housing counseling services, and has a strong community advocacy, sustainability, and leadership development program.

**Position Summary:** The Resident Resources Specialist is an outgoing professional committed to working with residents and staff from both property management and Allston Brighton CDC to maximize stable tenancy for residents living at ABCDC properties. The Resident Resources Specialist accomplishes this by acting as a liaison between residents and property management, and connecting residents to social service providers that provide assistance such as elder services, job placements, domestic violence prevention, home health aid, and after school placements. The Resident Resources Specialist works with residents that are self-referred or referred by staff from property management and/or ABCDC.

The Resident Resources Specialist has extensive contacts with residents and community organizations and is a representative of ABCDC within the community. He/she collaborates with other ABCDC staff to build community within its buildings, builds partnerships with other neighborhood organizations that would benefit these residents, and serve as a link to helping residents become more involved in their communities.

**Reports to:** Director of Community Organizing

### **Responsibilities:**

- Work closely with residents and staff from both property management and Allston Brighton CDC to ensure tenancy stabilization and preservation.
- Assess the needs of residents who are referred. This includes helping residents to fill out an intake form, and completing an interview with them.
- Work with residents to define follow-up actions to preserve tenancy, such as creating a repayment plan or getting additional assistance from outside sources.
- Connect residents to appropriate social services and follow-up with these residents to ensure the services have been provided.
- Develop informational materials for residents about available community resources.
- Maintain confidential files for each resident and keep these updated for mandatory grant reporting.
- Create and maintain measurements to track success with connecting residents to social services.

## Resident Resources Specialist– Page 2

- Communicate with property management about the progress of referred residents while maintaining resident confidentiality.
- With support from community organizing staff, communicate resident ideas and concerns to property management and Allston Brighton CDC, and ensure that effective communications channels exist.
- With support from Director of Community Organizing, develop and maintain relationships with local social service providing agencies and remain informed of the current services being provided by these organizations.
- Attend monthly meetings of property management managers as well as ABCDC staff meetings.
- Other duties as necessary to support the mission and goals of the Allston Brighton CDC.

### **Qualifications:**

- Minimum of one year's experience working with low- and moderate-income and subsidized family housing and racially and culturally diverse communities.
- Knowledge of Boston-area social service delivery network, particularly for service delivery to low-income and moderate-income households.
- Proven ability to establish and maintain strong relationships with residents, property managers, and public and private agencies.
- Capable of navigating the tensions that can arise between the advocate and the owner representative.
- Excellent interpersonal skills, including empathy and respect.
- Excellent verbal and written communication skills.
- Ability to present information in one-on-one and small and large group situations to residents and other groups.
- Highly organized and able to manage multiple tasks, projects and priorities.
- Ability to take the initiative to carry assignments beyond the original instruction to take advantage of new opportunities or in anticipation of future challenges.
- Desire to work as part of an energetic and creative team with high standards for the quality of their work and their interactions with people.
- Comfortable in both an office setting and in the field.
- Ability to work a flexible schedule, including evenings and some weekends.
- Spanish bilingual/bicultural preferred.

### **Education:**

MSW or other clinical social work experience strongly preferred.

### **Other:**

Criminal Offender's Record Information (CORI) check required.

### **Salary and benefits:**

This is a part-time position (24 - 30 hours/week).

Salary is competitive and commensurate with experience.

Benefits include health insurance, three weeks' vacation, holidays, personal days and sick leave.

**To apply:** Please send a letter of interest and resume to Ava Chan, Director of Community Organizing, Allston Brighton CDC, 20 Linden Street, Allston, MA 02134 or to [chan@allstonbrightoncdc.org](mailto:chan@allstonbrightoncdc.org).

Position is open until filled.

*The Allston Brighton CDC is an equal opportunity employer.*

*People of color and residents of Allston Brighton are strongly encouraged to apply.*