



**Homes for America  
Resident Service Coordinator Job Description  
(Temporary Full Time)**

The Resident Services Coordinator is a key position in Homes for America's Service Enhanced Housing division. Homes for America is non-profit affordable housing developer and owner whose mission is to provide safe, quality, affordable housing coupled with services to enhance residents' quality of life.

This temporary full-time position will coordinate the provision of resident services and establish a Community Health Program to residents of Bay Forest Apartments located in Annapolis, MD. The two-year contractual position funded by the Edward N. and Della L. Thome Memorial Foundation through Enterprise Community Partners (Enterprise) aims to help older adults living in affordable communities age safely and securely at home.

The Community Health Program will meet the identified health needs of Bay Forest residents by funding a full time Resident Services Coordinator (RSC) and part-time Registered Nurse (RN) to assist residents with the multiple facets of health programming. The RSC will prioritize resident health needs by program marketing/resident feedback, identifying health partners, and establishing resident leaders to assist in on-site programming/recruitment. The RSC will aim to improve resident health outcomes by connecting residents to quality health services, programs, and activities and support residents to age in place with dignity and respect.

Specific duties of the position include:

1. Work with Homes for America's Manager of Resident Service Programs, property management staff, and on-site Registered Nurse to connect residents to quality health services, programs, and activities.
2. Work with property management staff to provide additional programs/services/events in the areas of health and wellness, nutritional services, socialization, education, financial assistance, community connectivity, and transportation.
3. Work in conjunction with property management to coordinate and distribute a monthly programs/services/events calendar.
4. Identify and support resident health advocate(s) who would assist in communicating resident health needs with staff, assist in the set-up and coordination on-site health services, and act as a peer-to-peer program recruitment aid.
5. Document services and pertinent information into AASC Online software timely and efficiently in an effort to provide outcome measurements and automated performance reports.
6. Complete and submit Quarterly Service Reports documenting all efforts implementing resident services, programs, and events.

The Resident Services Coordinator reports directly to HFA's Manager of Resident Service Programs.

**Education/Experience:** The ideal candidate would possess a degree in the human services field with a minimum

of one year of experience related to provision of services to low-income families, seniors and/or persons with disabilities. Demonstrate a high level of verbal, writing, and listening skills. Must possess strong leadership and organizational skills with the ability to motivate residents to participate in services. Proficient with MS Office (i.e. Microsoft Word, Excel, and Outlook). Maintain confidentiality and to obtain appropriate release of information as necessary.

Priority will be given to individuals with experience providing comprehensive service coordination to residents of affordable or government-assisted housing or in case management to lower income families, seniors and persons with disabilities.

**Homes for America is committed to a diverse and inclusive workforce and encourages all candidates, especially those who have been historically underrepresented based on race/ethnicity, age, disability, sexual orientation, gender, socioeconomic status, citizenship status, or religion, to apply. On a daily basis, we are committed to our core values of Respect, Diversity and Inclusion, Collaboration and Integrity. You can learn more about us at [www.homesforamerica.org](http://www.homesforamerica.org)**

**Hours:** 40 hours per week

**Salary Range:** Negotiable pending experience.

**Benefits:** Yes

**For more information or to send a resume please contact:**

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