



---

## POSITION ANNOUNCEMENT

---

**Job Title:** Resident Services Coordinator

**Department:** Housing

**Reports to:** Director of Resident Services

**Effective Date:** January 10, 2025

### POSITION SUMMARY

The Resident Services Coordinator will play an integral role in ensuring ONE|NBs residents remain stably housed, increase financial stability, and improve their health and wellness. They will be responsible for supporting ONE|NB residents with direct services, resource referrals and additional support to help foster a safe and positive resident experience.

Specifically, the Resident Services Coordinator will:

- (1) Develop and maintain positive relationships with residents across ONE|NB portfolio
- (2) Focus on providing supportive services and case management to ONENB permanent supportive housing residents.
- (3) Promote housing first, community engagement and increase residents access to community resources.
- (4) Document accurate records of resident assessments, resident participation/engagement, referrals, and outcomes.

### ABOUT ONE Neighborhood Builders

ONE Neighborhood Builders (ONE|NB) is a nonprofit community development leader in Rhode Island with a mission to improve lives across Rhode Island through building homes and connecting communities. For more than 35 years it has been at the forefront of the fight to expand affordable housing and foster healthier and more equitable communities.

Through its work, ONE|NB aims to contribute to two outcomes: ensure that Rhode Islanders are able to access and maintain affordable housing and that Central Providence residents and organizations, together, change the conditions that drive health equity and economic mobility. ONE|NB deploys three strategies to achieve these outcomes:

- 1. Build affordable housing throughout Rhode Island**

ONE|NB will expand the availability of affordable, high-quality homes through the production, preservation, and acquisition of residential and mixed-used properties throughout the state all while providing comprehensive supportive services that will help residents thrive. The

organization will coordinate care and provide personalized eviction prevention to residents and provide permanent supportive housing for formally homeless individuals and families.

**2. Advocate for changes to policy and practice**

ONE|NB is an outspoken implementer and thought leader in the field, advocating for changes to policy and practice informed by on-the-ground experience. ONE|NB will convene conversations and host community events, participate in local and regional community development conversations, commission research and publish studies, testify on legislative issues, and amplify the impact of our community partners.

**3. Serve as the backbone for Central Providence Opportunities: A Health Equity Zone**

ONE|NB will engage residents and community-based organizations in nine Central Providence neighborhoods to increase economic mobility and health equity. The organization will advance initiatives that meet community-identified needs, build capacity, and shift decision-making power to residences, and track, monitor and share ongoing progress towards collective goals.

Founded in 1988 as the Olneyville Housing Corporation, the nonprofit changed its name to ONE Neighborhood Builders when it merged with Community Works Rhode Island in 2015. ONE|NB and its affiliated entities have a consolidated annual operating budget of \$13 million, with \$75 million of assets. At full complement, ONE|NB employs 32 full-time equivalent team members. The nonprofit is governed by an active, 13-member Board of Directors. ONE|NB is an exemplary-rated member of NeighborWorks America, a nonpartisan, nonprofit organization in Washington, D.C., that supports nearly 250 network organizations around the country that are creating opportunities for people to live in affordable homes, improve their lives, and strengthen their communities.

**KEY RESPONSIBILITIES**

- 1. Permanent Supportive Housing Case Management:** will provide direct assistance to tenants who have experienced chronic homelessness and in ONENBs Continuum of Care program. They will support community integration. Will clarify and support residents in meeting property management and program requirements and documentation.
- 2. Conflict Resolution:** Will manage and aid in any efforts to resolve conflict among residents and property management by helping to clarify issues, educate parties involved, complete incident reports, mediate, and propose compromise between resident and property management, to include eviction prevention efforts.
- 3. Referral and Linkage:** Establish positive working relationships with residents, resident leaders, and trusted community organizations. They will ensure every effort is made to provide lease education, linkages to supportive services and/ or response to reasonable accommodation(s) to assist the resident household with lease compliance.
- 4. Permanent Supportive Housing Resident Services Planning:** Will meet with new residents upon move ins for orientation, assessment, and follow-ups when appropriate.

Resident assessments will be utilized for service planning and referrals. RSC will identify areas of need and identify services which are available and appropriate.

- Document referrals, referral outcomes, resident surveys, partners, and programs conducted (when applicable)
- Coordination of support with the goal of increasing residents' health and housing stability.

5. **Outreach and Information sharing:** Collaborate with the team to bring forth resident feedback and conduct annual assessments and surveys.

- Distribute newsletter, and/or informational material of relevant resources.
- Foster a sense of community by promoting community resources and programs related to independent, and healthy living.
- Work with the team, residents and volunteers to host community-based activities and meetings, when applicable.
- Other duties as assigned.

## **QUALIFICATIONS**

The successful candidate will have an exceptional work-ethic, committed to racial equity and advancing anti-racism practices, and support the vision and values of ONE|NB. In addition, lived experience and the following attributes will generally define the successful Resident Service Coordinator:

- Bi-Lingual (preferred but not required), preferably proficient in Spanish.
- Exceptional organizational skills
- Enjoys fast-paced work environment and collaborating with a broad diversity of staff and partners.
- Skilled at multi-tasking and problem solving.
- Highly adaptable and comfortable with ambiguity in the workplace.
- Acts with urgency and purpose.

## **PHYSICAL REQUIREMENTS**

- Resident Service Coordinators will be dedicated to meeting residents where they are. Our housing portfolio is growing statewide. It is currently within Central Providence, East Providence, and South Providence. RSCs will be asked to travel using personal vehicles to resident homes when necessary.
- RSCs will often engage in door knocking efforts, resident surveys, and annual assessments. Will require walking a distance within our neighborhoods.
- RSCs will engage in community events at community organizations, community parks, and other locations outside of our main office. Will require being asked to carry items needed. Examples: tables, stands, resource bags, swag, etc.

ONE|NB offers a robust benefits package (including health, dental, and vision insurance), a retirement plan with matching contribution, a generous allotment of paid holiday and vacation time, and an inspiring and innovative organizational culture. The starting pay range for this role is \$23.00-24.00

hourly, with the high end of this range requiring more experience and advanced training and/or education.

Candidates are not required to provide proof of COVID-19 vaccination, though vaccination is strongly recommended.

ONE|NB works to dismantle all forms of discrimination. We fight the systems that oppress people from a vast range of identities and experiences. Cultivating a team that embodies the diverse experiences of Central Providence communities is essential to these aspirations. We strongly and sincerely encourage applications from people of color; immigrant, bilingual, and bicultural individuals; people with disabilities; members of LGBTQQ+ and gender non-conforming communities; and people with other diverse backgrounds and lived experiences.

**APPLICATION INSTRUCTIONS**

To apply please forward a resume and cover letter to Belinda Philippe, Vice President of People & Belonging via email at [philippe@onenb.org](mailto:philippe@onenb.org).