



Deeply affordable. Thriving neighborhoods. Nearby services.

Title: Resident Services Coordinator

Reports to: Director of Resident Services

FSLA: Exempt

Rev.: 02/2025

The mission of Jubilee Housing is building diverse, compassionate communities that create opportunities for everyone to thrive. Since 1973, Jubilee has worked to provide high quality affordable housing and holistic support to those experiencing persistent economic hardship in the Adams Morgan and Columbia Heights neighborhoods of Washington D.C. Jubilee operates more than a dozen properties totaling more than 500 homes and has an active development pipeline of several hundred new affordable housing units in progress, including a integration of a first in kind aquaponics farm. Jubilee also offers robust programming for residents and community members as they pursue life goals.

Jubilee Housing is an innovator in financing affordable housing and a responsible steward of the investments it receives. Jubilee produces Justice Housing® which is affordable to those with few financial assets, located in neighborhoods where resources such as good schools, grocery stores, and public transportation are readily accessible and near services that support as they pursue educational and career attainment. Jubilee is seeking individuals who want to work with us to ensure Justice Housing becomes a reality for all who need it.

Position Description

The Resident Services Coordinator reports to the Director of Resident Services and works collaboratively with the other departments of Jubilee Housing that serve as touchpoints with residents. The Resident Services Coordinator will empower residents by meeting with residents individually, assess their needs, develop Goal Plans, and monitor progress towards individual goals. The Resident Services Coordinator will also lead resident centered workshops, assist with coordination and leading of outreach and community events. The Resident Services Coordinator will assist with connecting residents to resources related to addressing somatic and behavioral health needs, economic improvement, educational needs, securing and maintain entitlements, stabilization of housing including budgeting and planning, employment, and overall needs related to maintaining stabilization and increased supports. These activities will be executed through 1-on-1 engagements and group activities which will occur in-person, at the program office, Jubilee meeting spaces, in community, and at the program residences.

Specific Duties

- Provide comprehensive, holistic, wraparound case management services to support the stabilization and promote the well-being of individual residents and family members residing within Jubilee Housing
- Resource navigation: Make linkages and referrals to appropriate agencies, services, and/or organizations to address resident's needs; document progress and maintain contact with all necessary collateral services
- Work in collaboration with the Director of Resident Services, to develop individualized, strengths based Goal Plans to address individual resident's needs and self-identified goals, that will help enhance the quality of their lives and contribute to maintaining stable housing, as well as make personal gains in their personal lives related (but not limited) to economic, somatic and behavioral health, education,

family stabilization needs as well as strengthening their natural and professional supports, and overall health and well-being.

- Oversee and manage appropriate dissemination of Grocery Plus Food bank distributions, including abiding by all legal and programmatic expectations of that program, including trainings, following protocols, contacting residents to get their food boxes, staff hours of food box distribution, and enrollment of new enrollees.
- Provide support during drop-in, walk-in hours offered to residents as an opportunity to make the Resident Services staff accessible to residents.
- Ability to work a flexible work schedule for events that may occur during evening or weekend hours, in order to enhance resident access to events.
- Document resident engagements and maintain quality, up-to-date electronic and physical case files
- Assist residents with completion of applications, enrollment forms, registrations for programs and services that we are referring them to. Document all services provided related to linkages including identification of the referrals completed.
- Enter resident engagement activity into Jubilee provided databases only.
- Develop and update a resource/referral list of support organizations that address needs of Program residents; including but not limited to employment, workforce development, housing options, financial resources, entitlements, and healthcare.
- Build partnerships with and serve as liaison with alternate community programs, employers, collaborative groups and government agencies to meet the needs of residents of Jubilee Housing.
- Work collaboratively with other departments and their staff such as Institutional Advancement, Youth Services, Reentry, Property Management, and/or other departments in order to enhance collaborative work amongst Jubilee Housing departments that are also supporting events meant to engage residents and/or community.
- Be mindful of language justice and provide all resident flyers in both English and Spanish, as well as make sure resident events are equipped to provide interpretive services as needed.
- Participate in outreach to residents with mailings, flyers, door to door, postings in all Jubilee buildings, growing the participation of residents that are subscribing to the Resident services mailing, email, and text reminder lists.
- Demonstrated cultural competence to provide non-biased, inclusionary support of all residents regardless of individual backgrounds, ethnicities, race, sexual orientation, religious beliefs, age, ability, immigration status, language, and any other individual background they represent. We want all residents to feel included and cared for.
- Presentations on Resident Services within Jubilee Housing departments and in community if needed and at the request of the Director of Resident Services.
- Lead and assist with set up and break down for group events and workshops for residents.
- Continually consider and contribute to Jubilee Housing's identified goals and tactics applicable to the position that will contribute to the overall vision and mission of the organization.
- Other duties as assigned which are deemed beneficial to the success of residents.

Desired Qualifications

- Bachelor's degree in Social Work, Human Services, or related field, although other forms of experience may substitute

- At least 1 year of Human Services related experience working with individuals directly in a community-based setting or organization (experience providing service coordination in an affordable housing setting a plus)
- Experience with resource navigation and individual service plans preferred
- Bilingual-English/Spanish speaking a plus
- Competency in delivering strengths based, trauma informed support
- Interpersonal, engagement, organizational, and time-management skills
- Strong written and verbal communication skills
- Ability to support the organization's mission and philosophy, and demonstrate sensitivity to cultural diversity and organizational harmony
- Self-directed and flexible with the ability to meet the needs of the program and residents
- Must be proficient in computer applications or other automated systems such as spreadsheets, Microsoft Office applications, calendar, and email and/or database software necessary to perform work assignments
- Willingness to work a flexible work schedule to meet the needs of working residents or events held after work hours or on weekends. Typical daily schedule will be 9am-5pm on weekdays.
- Strong documentation skills, decision making, people skills, conflict resolution skills, people management and integrity

Salary

\$60,000.00 - \$65,000.00/year; commensurate with experience

Benefits

Benefits include health, vision, and dental insurance, STD, LTD, and Life insurances, paid vacation, sick leave, holidays, transportation stipend and a 403b matched contribution retirement plan.

Background and Reference Checks

Finalists for this position will be required to consent to a pre-employment background and provide three professional reference checks as a condition of employment.

Hybrid Work Model

Jubilee observes a hybrid work schedule; agreed upon schedule with manager.

To Apply

Visit <https://jubileehousing.org/career-opportunities/>

Jubilee Housing is an Equal Opportunity Employer