Resident Services Coordinator Make a Difference in Your Community

Downstreet Housing and Community Development is a private, mission-driven, not-for-profit organization dedicated to delivering social justice through the power of housing. We pride ourselves on connecting people to the resources they need to thrive and creating equitable opportunities for everyone in Central Vermont to access safe, healthy homes. Through our work, we strengthen the health and future of our local communities.

We are looking for a Resident Services Coordinator to join our team!

Downstreet is seeking an enthusiastic and dedicated Resident Services Coordinator to help Downstreet residents maintain their housing, meet basic needs, achieve personal stability, and thrive. This person will provide direct services and connections to community resources for high-barrier residents at risk of eviction.

Key Responsibilities

- Identify needs of individuals and housing communities and develop service plans to meet those needs
- Connect residents to community resources and services, and follow-up on engagement and outcomes
- Coordinate opportunities for residents to learn new skills, develop social connections, and build community
- Proactively intervene when situations and behaviors threaten a resident's housing stability
- Establish supportive, mutually respectful relationships with residents and maintain resident confidentiality
- Establish connections and maintain strong working relationships with local service providers. Represent Downstreet at relevant community meetings
- Maintain collaborative relationships with property managers and fellow Downstreet staff
- Complete all administrative duties related to the position, including resident files, program monitoring, and reporting in a timely manner
- Ensure compliance with all relevant legal, regulatory, and organizational requirements

Experience and Education

- Bachelor's degree and 3 years of experience in relevant field, or an equivalent combination of education, employment, and life experience
- Two years' experience working with families or individuals in crisis. Experience working with people with substance use disorder and mental health disabilities and/or providing housing-based services a plus!
- Proficient in Microsoft Office Suite and ability to learn relevant property management software
- Highly organized with a strong ability to manage priorities and deadlines and ability to manage confidential information
- Strong written and verbal communication skills, active listening skills, and problem-solving abilities
- Familiarity with trauma-informed care, and de-escalation techniques a plus
- Commitment to equity and inclusion, and social and economic justice
- Valid Vermont Driver's License and reliable personal vehicle

Physical Requirements

- Prolonged periods sitting at a desk and working at a computer
- Must be able to lift 25 pounds at a time
- Ability to access all Downstreet sites, buildings, apartments, and facilities

Downstreet is strongest when we have a team that represents a variety of backgrounds, perspectives, and skills. We know that the more inclusive we are, the better our work will be. We are an equal employment opportunity employer, and all qualified applicants, regardless of race, color, ancestry, religion, gender, gender identity or expression, sexual orientation, age, national origin, marital status, disability, or Veteran status are encouraged to apply. To apply, visit this link.

Job Type: Full-time **Salary:** \$45,000 - \$50,000 per year

Benefits: Competitive benefits package including 403b match, health and dental insurance, paid holidays, paid time off, life insurance, short-term disability.