



Job Description:

Service Coordinator

New Neighborhoods is seeking an experienced affordable housing (HUD & LIHTC) Service Coordinator for an immediate opening based in Stamford, Connecticut. Must have a bachelor's degree, industry certifications, and a minimum of 3-years' experience in social work, counseling or similar position. Fluent in Spanish, or other foreign language preferred.

New Neighborhoods is a nonprofit affordable housing development, property management and resident-centered service organization. Since 1967, we have been committed to improving the quality of life in our towns and cities with affordable housing and social services that provide a safety net and springboard to economic self-sufficiency for families, veterans and retirees.

Job Summary:

The **Service Coordinator** works with tenants to connect residents with community resources they can use to reach and sustain economic self-sufficiency and build a better community. The candidate will help to improve the quality of life of our residents by providing and organizing health and wellness awareness, social events, educational gatherings, community building, resident empowerment, recreational programs and services, case management and referrals.

In addition, the Service Coordinator reports to the Director of Property Management and/or the Property Manager and assists in all facets of property management, tenancy, compliance and operations as needed. New Neighborhood's goal is to support the long-term growth of our employees and successful **Service Coordinators** are highly considered for future advancement within our organization.

Job Responsibilities - Including but not limited to the following:

- Consistently provide residents, vendors and employees with the highest quality of service.
- Provide general case management which includes intake, education (services available and application procedures) and referral of residents to service providers in the general community. These social services may include job training, drug and alcohol counseling, preventive health screening and other family services.
- Sponsor educational events which may include subjects relating to health care, job search seminars, financial literacy, life skills training, etc. and support in assisting residents interested in accessing local service resources.
- Monitor the ongoing provision of services from community agencies and keep the case management and provider agency current with the progress of the individual.
- Set up volunteer support programs with service organizations in the community.



- Help the residents build informal support networks with other residents, family and friends.
- Identifying, assessing, selecting, developing and maintaining referral partnership relationships with local service resource agencies that effectively assist residents to achieve their life opportunities objectives.
- Designing, developing and distributing a newsletter on a monthly basis.
- Facilitate the formation of Self-Help Groups within the community if a need is evident.
- Set up Service Agency Listing for Self-Referral. This directory may include a list of State and/or local service providers that residents can contact for assistance (e.g., services to families, children, individuals who are elderly, persons with disabilities, emergency assistance). In many cases State and local governments can also provide a listing of non-profit agencies with which they contract for services.
- The Service Coordinator must have a general understanding, awareness and appreciation of the basics of affordable housing property management, compliance, and emergency procedures.
- Preparing and submitting monthly reports including Administrative Task Report, Case Management Logs, Activity Logs, Success Stories, monthly Demographic Logs, and photographs of activities and events conducted.
- Understanding VAWA and Fair Housing compliance.
- Recommend and develop new service programs to provide hope and opportunity to our tenants and revenue streams to make the programs self-sustaining.
- Provide coverage for Property Managers, Assistant Property Managers, or other New Neighborhoods personnel as needed during changes in workflow and personnel during vacations and/or other extended absences.
- Other duties as assigned by your supervisor or senior management as needed.

Education, Experience, Skills and Other Requirements:

- Bachelor's Degree in Social Work or related field is required.
- Must have a minimum of three years of experience in affordable housing, social services and/or social work.
- Must have excellent computer skills as well as proficiency in the following software programs: Microsoft Word, Excel, PowerPoint and Outlook as well as RealPage, Yardi, Boston Post or other property management software.
- Ability to advocate, organize, problem-solve and work independently as well as with others.
- Strong written and oral interpersonal and communication skills.
- Demonstrated ability to manage multiple projects and complex operational matters.
- Strong time management, follow up, administrative and organizational skills.
- Ability to work independently, organizes tasks, manage time and prioritize projects.
- Property management experience and certifications a plus (COS, TSC, LIHTC).
- Connecticut Real Estate license preferred.
- Physically capable of lifting 50 pounds unassisted.



- Ownership of an automobile and a valid driver's license required strongly preferred.

Job Locations

Stamford, Norwalk and Danbury as assigned.

Work Schedule

Full-Time, forty (40) hours per work week

Compensation Package:

Starting Wage \$20.00/hour or more, depending on experience, qualifications and certifications.

Benefits packages:

Vacation Pay, Personal Days, Holiday Pay, Sick Time, 401k, Health Care, Vision & Dental

E.O.E.

To apply send resume and cover letter to: jobs@newneighborhoods.org