



**Resident Services Coordinator
(This is a full time position)
Fluent in Spanish and English**

Lawrence CommunityWorks (LCW) is a nonprofit community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

Position description:

The Resident Services Coordinator works collaboratively with LCW residents, LCW members, staff, and community partners to build a relationship-focused community of support within building, through community and network building events, individual case management services, and seamless connections between residents and the programs and services offered by LCW and its community partner organizations.

Facilitate the implementation of relationship-driven civic engagement opportunities that promote the enhancement of the social capital needed to provide the spark for individual and collective actions aimed at improving the quality of life in the City of Lawrence.

Duties and responsibilities include:

- Implement activities that promote resident connectivity, strong sense of community, civic engagement and a high quality housing experience.
- Work in collaboration with residents on strategies that address their concerns, needs and goals.
- Cultivate both new and existing relationships with Property Management staff.
- Plan and co-facilitate quarterly meetings with LCW residents and Property Management staff to provide residents with property updates and address resident concerns.
- Provide information and support in accessing LCW programs and other local resources.
- Develop supportive professional relationships with residents that help enhance the quality of their lives, empower them and encourage them in taking steps to achieve self-sufficiency.
- Collect and record data in the databases and submit reports in a timely manner.
- Assist the Real Estate (RE) Department in the implementation of community planning processes to support resident guidance and stewardship of RE projects and LCW community development projects
- Assist all network organizing department staff in network building activities aimed at connecting LCW members with one another and opportunities to improve and enhance their quality of life.
- Other relevant duties as deemed necessary by the LCW membership and senior management.

Qualifications:

- **Passion for positive community change through empowerment and collaboration.**
- **Ability to listen to and see the strengths and skills of LCW residents and to utilize them to bring about collaborative change.**
- Ability to be flexible and creative in identifying resident priorities
- Post secondary education and/or three to five years of experience preferred
- Able to work collaboratively with people of diverse backgrounds
- Strong interpersonal, speaking, writing, and group facilitation skills
- Ability to work nights and some weekends when required
- Able to manage various tasks/projects at once



- Proficiency in Microsoft Office and social networking technologies
- Bilingual (Spanish and English) is a must

This is a full-time position of 40 hours per week with full benefits. This position will report to the Director of Network Organizing. Salary is determined based on relevant experience and knowledge.

Please send resume and a cover letter to: N. Pagan, Human Resources, LCW, 168 Newbury Street, Lawrence, MA 01841 or recruiting@lawrencecommunityworks.org with the subject line "Resident Services Coordinator."