



Housing Initiative Partnership, Inc.

30 YEARS of Housing Security | Financial Stability | Community Success

POSITION ANNOUNCEMENT
Resident Services Coordinator
Full-Time, 37.5 hours per week
Bladensburg and Hyattsville, Maryland

ABOUT HIP:

Housing Initiative Partnership, Inc. (HIP) is an innovative, green nonprofit developer based in Prince George's County, Maryland, dedicated to revitalizing neighborhoods and removing blight. For over 30 years, HIP has created housing and economic security for persons of low- and moderate-income and provided services that improve the quality of life in the communities we serve. HIP has developed over 460 multifamily rental units, and 85 single-family homes for sale to low- and moderate-income families in Prince George's County. HIP is also a full-service, bi-lingual HUD-approved Housing Counseling Agency. In 2019, HIP served 1,355 clients.

POSITION SUMMARY:

The Resident Service Coordinator coordinates services and activities for Housing Initiative Partnership's (HIP) Prince George's County Affordable Apartment Communities:

- Birchwood at Newton Green Senior Housing, Bladensburg --78 senior households
- Bladensburg Commons, Bladensburg—100 family households
- Renaissance Square Artists' Apartments, Hyattsville—44 family households
- Mount Rainier Artists' Apartments, Mount Rainier—12 family households.

The Resident Services Program is tailored to the needs and interest of the residents, with the goal to build community, improve residents' quality of life, and increase access to opportunities. Resident input plays a large role in determining the scope of our programs. HIP's Resident Coordinator focuses on identifying and addressing residents' diverse needs and interests and providing appropriate programming and support. The Resident Services Coordinator builds strong connections with residents and assists in creating a greater sense of community at each apartment building. Programs require direct outreach to residents, collaboration with the on-site property management team, recruitment, supervision and retention of volunteers, and building relationships with outside service providers and programs. The Resident Service Coordinator works to improve resident well-being through stable housing, health and wellness, and economic resiliency.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Build a strong connection with residents throughout each community.
- Develop a strong sense of community among the residents of each apartment community.





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- Provide general case management and referral services for all residents in need of assistance linking them to the appropriate resource.
- Establish and maintain relationships with local service providers. Develop a resource guide.
- Identify resident needs. Coordinate and facilitate the delivery of identified services to residents and follow up to ensure that residents' needs are being met.
- Collaborate with on-site Property Management team to maximize effective delivery of services and to identify residents who may need special assistance.
- Plan, organize, and monitor on-site programs based on the interest and needs of the residents. Examples include, but are not limited to, resident council meetings, health and wellness programs, financial literacy, social and recreational activities, parenting skills, after-school homework clubs, holiday parties, movie nights, educational opportunities, and transportation services.
- During COVID-19, develop creative means of providing programs and services while maintaining social distancing.
- Encourage the participation of residents in organizing events, volunteer programs, outings and support to one another.
- Maintain effective communication with residents through monthly newsletters, calendar of events, flyers, e-mails, or other communication strategies.
- Recruit, supervise, and retain volunteers and outside resources to support community services and activities.
- Screen and evaluate outside services coming into the buildings to ensure they are in the best interest of residents.
- Assist residents with applications such as the Renter's Tax Credit, food stamps, energy assistance, Medicaid, Social Security, Medicare, and other resources appropriate to their needs.
- Maintain absolute confidentiality. Look out for the safety and well being of residents at all times.
- Maintain accurate, confidential case notes.
- Submit monthly reports to the Deputy Director of HIP.
- Participate in other assignments as appropriate and demonstrates flexibility in working hours and responsibilities. During COVID-19, Resident Services Coordinator may assist with administering County rental assistance or other emergency programs that serve the larger Prince George's County Community.

LOCATION:

The Resident Services Coordinator will establish regular office hours at Birchwood at Newton Green, Bladensburg Commons, and Renaissance Square. On average, the coordinator will spend 15 hours per week at Newton Green, 15 hours per week at Bladensburg Commons, and 7.5 hours per week at Renaissance Square. During COVID-19, the Coordinator may have limited





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on-site office hours and limited in-person appointments. Some remote work from home may be required.

Birchwood at Newton Green
5300 Newton Street
Bladensburg, MD 20710

Bladensburg Commons
4200 58th Avenue
Bladensburg, MD 20710

Renaissance Square
4307 Jefferson Street
Hyattsville, MD 20781

HOURS:

Hours are flexible depending on the needs of the communities. A regular and consistent schedule will be agreed to by the Resident Services Coordinator and Deputy Director. Evening and weekend availability is required. During COVID-19, the Coordinator may have limited on-site office hours and limited in-person appointments. Some remote work from home may be required.

QUALIFICATIONS, KNOWLEDGE & SKILLS REQUIRED:

- Bachelor's degree plus one (1) year experience in programming and/or provision of social services.
- Prior experience in the nonprofit housing and community development sector is strongly preferred.
- Passion for HIP's mission.
- Ability to work effectively with people from ethnically and socio-economically diverse backgrounds.
- Excellent written and oral communication skills.
- Strong attention to detail and advanced problem-solving skills.
- Self-starter, independent worker, able to prioritize multiple tasks, and deadline-driven.
- Professional, well organized, and able to handle a variety of duties simultaneously.
- Positive attitude and excellent interpersonal skills.
- Ability to research, plan, and implement programs; ability to collaborate with multiple stakeholders and/or work independently with minimal supervision
- Proficiency in the Microsoft Office Suite.
- Access to transportation to move between apartment communities.





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ADA SPECIFICATIONS:

This position is primarily sedentary. The incumbent moves between resident communities in Prince George's County and may occasionally be required to bend and lift up to 10 pounds.

SALARY AND BENEFITS:

\$42,000 annual salary. HIP offers a competitive benefits package including health insurance, long-term disability, generous vacation, and sick leave.

HOW TO APPLY:

Please email a cover letter and resume to Stephanie Prange Proestel, Deputy Director at sproestel@hiphomes.org

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.

