



Job Posting
Resident Services Coordinator
Nugent Square Apartments Project Access Resource Center
Palo Alto, CA

If you're passionate about creating meaningful change and fostering equity in our communities, Project Access could be your next transformative career move. Our mission is to empower residents of affordable housing communities, providing them with the tools and opportunities to achieve self-determination and realize their full potential.

We're dedicated to cultivating an inclusive, diverse, and equitable workplace where all team members can thrive. At Project Access, we recognize that our strength lies in our differences, and we actively seek individuals from varied backgrounds, experiences, and perspectives.

No matter your role here, you'll be a crucial part of our collective effort to build resilient communities, drive positive systemic changes, and create pathways to sustainable futures. We believe in the power of community-driven solutions and are committed to amplifying the voices of those we serve.

By joining our team, you'll contribute to breaking cycles of poverty, addressing social inequities, and promoting economic justice. We invite you to bring your unique skills, lived experiences, and passion for social change to help us reimagine what's possible in affordable housing communities.

About us:

Project Access provides programs and services to over 27,000 children, families, and seniors living in affordable housing communities across the country. We strive to empower residents of affordable housing communities through our onsite services, aiming to create pathways for self-reliance and personal growth.

Join the Project Access team and create impact in the lives of our residents. Hear from them and how their lives have changed: www.project-access.org/success-stories/

The opportunity:

The Resident Services Coordinator designs and implements programs that enhance community life for residents of all ages. They serve as a vital link between residents and services, creating value through targeted initiatives that address community needs. This role requires an innovative, proactive individual who excels in an autonomous environment, driving positive long-term outcomes through an understanding of the communities in which they serve.

What you'll be doing:

- Implement core programs and services, which include connecting, engaging, and empowering residents across four initiatives: Economic Stability, Education for Youth & Families, Health & Wellness, and Community Building.
- Coordinate and oversee an after-school program and teen program encompassing homework assistance and educational enrichment activities.
- Develop & maintain partnerships with local providers.
- Plan & facilitate community-building events that foster safe and meaningful relationships between community members.
- Provide residents with information & referrals to access community resources and services.

- Publish monthly newsletters and calendar of events
- Collect & submit program outcomes data

What you'll bring to the table:

- Bilingual English/Spanish preferred
- Two years of experience in multi-family housing or related fields such as social services or community outreach; or a Bachelor's Degree in Social Work, Human Services, or related field.
- Minimum of one year experience in both:
 - after-school programs or educational settings for youth
 - serving diverse populations, demonstrating cultural competency and community awareness.
- Proficient with MS Office (Excel, Word, Publisher, Outlook). Basic with Adobe Acrobat, Canva, Salesforce, Concur.
- Strong time management, administrative, and organizational skills.
- Self-starter, multi-tasker, and strong communicator
- The physical activity of this position includes minimal bending, walking, kneeling, reaching, and step climbing. Able to lift up to 30 pounds, which includes large boxes of food for a supplemental food distribution program.

Credentials/Certifications

- Valid Driver's License, clean driving record, and current automobile insurance
- CPR & First Aid certified (or obtained within 90 days of hire)
- Successful completion of background check

The details:

- **This is a full-time (30 hr/wk), non-exempt position**
- **Schedule:** Monday: 1p,-6pm, Tuesday 10:30am-6pm, Wednesday: 12pm-6pm, Thursday: 10:30am-6pm, Friday: 12pm-6pm; Ability to work an occasional Saturday for an event. Schedule is subject to change.
- **Location:** Nugent Square Apartments, 2361 University Ave, East Palo Alto, CA 94303
- **Wage:** \$28/hr
- **Benefits offered:** Project Access offers medical plans, a dental plan, short-term disability, term life insurance, and an employee assistance program (EAP). Vision, ScholarShare 529 College Savings, Pet Insurance, Voluntary Life, Vol Accident, Vol Hospital, and Vol Critical Illness are optional benefits offered at 100% employee cost; provides Paid Time Off, 14 paid Holidays, and a Safe Harbor 401(k) with 4% company match.

We encourage applications from candidates of all backgrounds, particularly those whose identities are underrepresented in our industry. Don't hesitate to apply even if you don't meet 100% of the qualifications. Our company values diverse perspectives and experiences, and we welcome candidates who may not check every box on the requirements list but who have relevant skills, enthusiasm, and potential. We believe our differences make us stronger

TO APPLY for this empowering opportunity, please send your introduction letter and resume to anaccarato@project-access.org with "Nugent" in the subject line.

Project Access, Inc. is an at-will and equal opportunity employer, committed to creating an equitable and inclusive workplace. We value diversity in all its forms and actively seek to build a team that reflects the richness of our community. Our hiring practices are designed to identify and welcome talented individuals regardless of their race, ethnicity, cultural background, religious beliefs or practices, gender identity or expression, relationship status, age, neurotype, physical or sensory abilities, sexual orientation, military service history, or any other aspect of their identity protected by law. We believe that a diverse team leads to better ideas, more innovative solutions, and a stronger community impact. Our goal is to foster an environment where everyone can thrive and contribute their unique perspectives and skills.

Project Access participates in E-Verify