



Join Alta Housing’s Resident Services Team!

Position: Resident Service Coordinator (RSC) / Senior Resident Service Coordinator (SRSC)

Pay Range: \$30-\$35/hour (RSC) | \$35-\$40/hour (SRSC)

Alta Housing is more than just a workplace—we’re a family. We believe everyone deserves a voice, and we value diversity, hard work, and fun. We break bread together, respect your time off, and even close for a week every winter to recharge. From celebrating cultural traditions to having friendly competitions and eating our CEO’s BBQ at our summer outing, we’re committed to fostering a supportive and enriching environment for our team and residents.

If you have a heart for service, a spirit of hospitality, and a drive to empower others, we’d love to welcome you to our Resident Services Team as we expand in 2025.

About the Role

As an **RSC** or **SRSC**, you’ll work directly with residents of affordable housing communities, building meaningful relationships, supporting housing stability, and connecting them with vital resources. The **SRSC** takes on a leadership role, guiding specialized programs, mentoring team members, and supervising volunteers.

Overview, Experience, Competencies, Skills, and Education

1. Role Overview:

- Build trusting relationships with residents and provide support services tailored to family, senior, or SRO/PSH sites.
- Foster community engagement and facilitate access to necessary resources.

2. Resource Coordination:

- Identify and link residents with resources like transportation, healthcare, and benefits assistance.

3. Community Partnerships:

- Develop and maintain partnerships with community agencies for on-site services (e.g. cooking classes, yoga, financial empowerment) and workshops.

4. Housing Retention:

- Collaborate with site management to address and support housing retention issues.

5. Data Management:

- Maintain accurate records and complete required reports for funding and program evaluation.

6. **Leadership (for SRSC):**

- Lead specialized program planning and implementation.
- Train, mentor, and coach other RSC staff.
- Supervise volunteers or resident engagement specialists.

Why Join Alta Housing?

A Family-Like Culture: We value every voice, celebrate diversity, and support one another. We work hard, play hard, and respect your time off. From our book club to our summer BBQ, we know how to build community inside and out.

Exciting Opportunities: Join a team that's growing and innovating, with new initiatives like a **health and wellness program** and strategic plans for the future.

A Heart for Service: We're looking for individuals who share our passion for making a difference and have experience in **Case Management, Permanent Supportive Housing, youth, and senior services.**

What You'll Do

Every week looks different when you're helping residents build stability and community. Here are just a few examples of what you might do:

- Help a senior sign up for **In-Home Supportive Services (IHSS)** to maintain independence.
- Participate in our **farmers market** to ensure residents have access to fresh, healthy food.
- Conduct an **after-school program** for youth to support academic and personal growth.
- Assist a family in organizing their home to meet safety standards and comply with their lease.
- Help an adult returning to school complete our **Opportunity Scholarship Fund** application
- Plan and host **community-building events** like BBQs or cultural celebrations.
- Work with residents to brainstorm and implement their own ideas for community programs.

Who You Are

We're looking for individuals who are compassionate, resourceful, and ready to empower residents. Don't meet every qualification? That's okay. We weren't expecting you to. If this role excites you, we'd love to meet you!

What You Bring:

- A warm, approachable personality with strong communication skills.
- A knack for problem-solving and connecting residents to the resources they need.
- An ability to thrive in both independent and collaborative settings.
- Creativity and initiative to design programs that meet residents' needs.
- **Experience:**
 - **RSC:** 2-3 years in case management or social service delivery.
 - **SRSC:** 5-7 years in case management or social service delivery, with leadership experience.
 - Experience working with **Rapid Rehousing, PSH, youth, and senior services** is a big plus.
- **Education**
 - Bachelor's degree in sociology, gerontology, social work, counseling, or a related field.
 - Specialized training or additional credentials in relevant areas (for SRSC).
- **Competencies:**
 - Strong relationship-building skills.
 - Proficiency in Motivational Interviewing.
 - Crisis de-escalation and trauma-informed care (especially for SRSC).
 - Community-building and facilitation abilities.
- **Skills:**
 - Excellent interpersonal and communication skills.
 - Computer skills. Proficient in Microsoft Applications and Google Suite. Experience with Yardi and Salesforce is a plus
 - Ability to work independently and collaboratively.
 - Leadership and mentoring skills (for SRSC).
 - Program planning and implementation experience (for SRSC).
 - Bilingual skills (English/Spanish, English/Russian, English/Mandarin) are highly desired.

What We Offer

- **A Robust Onboarding Program:** We'll give you the tools and training you need to succeed.
- **Supportive Team Culture:** We celebrate special occasions and holidays, enjoy shared meals, and close for a week each winter to recharge.
- **Opportunities for Growth:** Take on leadership roles, develop innovative programs, and grow with us as we expand.

- **Meaningful Work:** Make a tangible impact in the lives of individuals and families every day.

Our Interview Process

We believe hiring is a two-way street—you're learning about us as much as we're learning about you. Our process ensures that we both make an informed decision:

1. **Initial Screening:** We'll start with a phone or virtual screening to get to know you and answer your initial questions.
2. **Panel Interview:** You'll meet with an interdepartmental team, including members from Resident Services, Property Management, and potentially a resident. This helps us understand how you'll fit into our team and community. **Skills Test:** Don't worry—it's not the SAT! This is a short exercise to help us understand your approach to resident services and your comfort level with computer applications.
3. **Final Interview:** The Vice President of Resident Services will meet with you to discuss your goals and vision for the role.

We also offer **tours of our properties and communities**, so you can see the environment where you'd work and decide if it aligns with your career needs and goals.

When and How to Apply

We're looking to onboard 2-3 new team members in **February 2025**. If you're ready to make a difference in the lives of residents and join a dynamic, supportive team, apply today! We can't wait to meet you.

Benefits:

Alta Housing provides 100% employer paid employee healthcare (medical, dental, and vision coverage), Long-Term Disability and Life Insurance premiums with the option of adding family members to healthcare plans at little to no cost to the employee. Alta Housing will contribute 6% of gross salaries towards plan sponsored 403(b) plan after one year of employment. Alta Housing provides 12 paid holidays throughout the year, paid winter break between Christmas and New Year Day and 2 personal days of employee's choosing per year. In addition to holiday pay, employees will accrue up to two weeks of paid vacation days and two weeks of paid sick days each year.