



**Resident Services Coordinator
Raleigh, NC**

Background: Southeast Raleigh Promise (SERP) is a Raleigh-based nonprofit organization. Our mission is to serve alongside our neighbors, strategic partners, and funders to ensure that Southeast Raleigh residents have access to equitable opportunities to grow, thrive, and prosper. We envision a Southeast Raleigh where our history and culture are acknowledged and celebrated, structural barriers are removed, and all residents have access to pathways to achieve full success and prosperity. Our work is holistic and rooted in community and resident engagement and approached through a racial equity lens. Formed in 2017, SERP is the 16th Purpose Built Community in the country. To advance our mission, we lead strategy, foster collaboration, and leverage major investment in five key areas: Education, Affordable Housing, Health & Wellness, Economic Opportunity, and Leadership Development.

The Opportunity: As Southeast Raleigh Promise grows, we seek a full-time Resident Services Coordinator (RSC) to advance the Purpose Built Communities model at the Beacon Site with a focus on Beacon Ridge residents. This individual will develop and maintain supportive, professional relationships with residents, property management teams, and service coordinators to better understand the daily lives, needs, and goals of residents in the Beacon Ridge housing community. The RSC identifies, assesses, selects, and maintains referral partnerships with community service resources to effectively coordinate services that promote economic mobility and supports the goals and ambitions of residents. This position reports to the Director of Community Partnerships and Engagement. Some evening and weekend availability will be necessary for meetings and events.

Resident Relationships & Engagement:

- Establish and maintain positive relationships with Beacon Ridge residents characterized by mutual respect.
- Engage in every resident interaction with integrity, compassion, and empathy.
- Facilitate and promote resident engagement and outreach
- Collaborate with on-site property management team to meet property needs and support successful tenancies for residents
- Create, support, and manage the implementation of outreach and communications goals to include the use of resident notices, newsletters, and timely announcements
- Ensure Beacon Ridge residents are connected to onsite services, programs, and opportunities
- Maintain a directory of community resources and educate residents on service availability and referral procedures
- Cultivate and support resident leadership goals and objectives

Community Partnerships:

- Support Beacon Site partnerships with SER YMCA, SE Raleigh Elementary School, and DHIC by leading regular convenings with representatives from each institution.
- Serve as lead and collaborate with SER YMCA and SE Raleigh Elementary School to support the successful planning and implementation of Club ROAR
- Work collaboratively with SERP team members, volunteers, and community stakeholders.
- Represent SERP professionally and establish and maintain visibility in the community.
- Actively involve residents in the planning of Beacon Site activities co-sponsored by Beacon Site partners.
- Create and manage resident services budget.



Data & Evaluation

- Establish, cultivate, manage community partnerships, and monitor and measure service delivery models.
- Collect, track, and report resident demographics and participation
- Maintain a directory of community resources and educate residents on service availability and referral procedures
- Conduct periodic surveys to measure the impact.
- Provide timely data and reports to internal and external partners as identified.

Hiring Requirements and Attributes:

- A combination of postsecondary education and at least 5 years of experience working in the fields of social work, human service, or community and economic development
- At least 3 years of proximate experience working in under resourced communities or with marginalized populations
- Personal experience with or connection to Southeast Raleigh community preferred but not required
- Awareness and willingness to grow in the understanding and application of practices that promote racial equity and inclusion
- Comfortable working and interacting with residents, partners, and community stakeholders with diverse backgrounds
- Strong oral and written communication skills with the ability to conduct formal presentations
- Creative thinker with the ability to apply innovative techniques and approaches
- Ability to multitask, meet deadlines, and work independently with accountability
- Self-motivated yet strong team player
- Demonstrated ability to advocate, organize, problem-solve, and provide results
- Comfortable with technology and use of data tracking software
- Proficient use of MS Office Suite
- Individual will be required to pass necessary screening to work with families/children/students and volunteer with the YMCA and WCPSS.

Compensation:

The annual salary for this position is \$60,000 plus comprehensive benefits.

TO APPLY

Please email resume@serpromise.org with a resume, cover letter, and at least two professional references. Review of candidates will begin immediately.

SERP is committed to an equitable and inclusive Raleigh and encourages people who share that commitment to apply. We are an equal-opportunity employer and welcome applications from people of all races, genders, religions, ethnicities, nationalities, and sexual orientations.