

**Resident Services Case Manager
At Nuestra Comunidad Development Corporation**

The Resident Services Case Manager will serve as a case manager for low-income seniors living across the residential portfolio of Nuestra Comunidad, and will also coordinate services for families and single persons also living in specific buildings in this portfolio. A first priority is case management for residents of Nuestra's first senior apartment building, Ellen Jackson Apartments, and future senior buildings that we develop. The Resident Services Case Manager will work collaboratively with the other team members in the resident services department and the property management company responsible for Nuestra's housing.

Essential Job Functions and Responsibilities:

- Assess needs of seniors living in Nuestra housing, estimated at approximately ___ people, and create appropriate service plans for each.
- Use office hours at Ellen Jackson Apartments, and any senior buildings developed in the future, to establish relationships, create service plans and group activities to complement service plans and enhance the quality of life for our senior buildings.
- Assist VP for Resident Services in creating a portfolio-wide strategy for supportive services for our senior population.
- For seniors and non-seniors, with the support of the VP for Resident Services and other resident services team members, identify individuals and families with service needs and provide direct services or supportive linkages between residents and other services as appropriate; maintain case notes in accordance with WISP procedures.
- For seniors and non-seniors, identify and support tenants at risk of eviction.
- For seniors and non-seniors, develop supportive professional relationships enabling tenants to enhance their quality of life and encourage them to take steps to achieve self-sufficiency.
- Identify potential tenant leaders and connect them with volunteer and training opportunities working with the Community Engagement team at Nuestra.
- Assist with tenant programs and events and other Nuestra activities as requested.

Qualifications:

- Licensed Social Worker degree preferred.
- Experience in case management with low-income seniors – 3 to 5 years.
- Bi-lingual English/Spanish skills preferred.
- Computer literate including facility with Excel
- Demonstrated ability to build relationships with diverse people that foster hope and community
- Demonstrated ability to work collaboratively with people in a respectful and helpful manner
- Experienced Communicator (Written, Verbally and Informally)
- Familiar with agencies and organizations serving low-income seniors and others within the communities of Roxbury, Dorchester and Mattapan
- Flexible with work style, and hours

- Minimum of 3-5 years of experience in community organizing & community planning
- Passion for community development, underserved populations and overcoming injustice
- Pragmatic conflict management skills
- Some supervisory experience

Short version for advertising and posting

Resident Services Case Manager

Nuestra Comunidad Development Corporation, an established CDC serving Roxbury, Dorchester and Mattapan seeks a Resident Services Case Manager. The position will assess the needs of seniors living in Nuestra’s housing and create appropriate service plans. He/she will work with the VP for Resident Services in creating a portfolio-wide strategy for supportive services for our senior population, with a focus on our senior building, Ellen Jackson Apartments. The Resident Services Case Manager will coordinate services for non-seniors living in other specific buildings within Nuestra’s portfolio. He/she will also identify and support tenants at risk of eviction; assist with programs and activities to improve the quality of life at our housing and the surrounding neighborhoods; and connect tenants with volunteer and leadership opportunities.

Competitive salary and benefits. Desired qualifications include:

- Licensed Social Worker degree preferred.
- Experience in case management with low-income seniors – 3 to 5 years.
- Bi-lingual English/Spanish skills preferred.
- Demonstrated ability to build relationships with diverse people and to work collaboratively
- Familiarity with the neighborhoods served by Nuestra.

We offer competitive compensation and good benefits. Send a cover letter and a copy of your resume [to personnel@tndinc.org](mailto:personnel@tndinc.org) . We are an Equal Opportunity Employer and consider qualified applicants for employment regardless of expression, age, color, religion, disability, veteran status, sexual orientation or any other protected class.