



Job Title: Resident Services Specialist

Reports To: Resident Services Manager

Company: UpSkill etc.

Location: The Willows Apartments, Baltimore, Maryland

Job Type: Part-Time (8 hours per week)

Salary Range: Commensurate with Experience

Position Summary:

UpSkill etc. is seeking a **Resident Services Specialist** to provide **part-time case management and supportive services** at **The Willows Apartments (70 units)**. This role ensures that residents have access to **housing stability, economic mobility, health care services, and educational opportunities** by delivering **culturally responsive** service coordination. The **Resident Services Specialist** will conduct assessments, develop Family Growth Plans (FGPs), facilitate applications for social services, and coordinate community-building activities that enhance residents' quality of life.

Key Responsibilities:

Case Management & Direct Support

- Serve as the primary on-site support for residents, maintaining **consistent office hours** at The Willows Apartments.
 - Conduct **Comprehensive Household Assessments** using standardized tools to evaluate resident needs in **housing, employment, education, health, and financial stability**.
 - Develop **personalized Family Growth Plans (FGPs)** to guide residents toward self-sufficiency.
 - Assist residents in applying for critical **social services** such as **SNAP (food stamps), Medicaid, disability benefits, and other local assistance programs**.
 - Provide **public housing application assistance**, helping residents complete recertifications and meet program deadlines.
 - Conduct **door-to-door outreach, distribute flyers, and attend building meetings** to introduce services and encourage resident participation.
 - Offer **ongoing case management, regular follow-ups, and progress tracking** to support residents in achieving their goals.
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Community Engagement & Event Coordination

- Organize and facilitate **on-site events** (e.g., workforce development workshops, financial literacy sessions, health screenings).
 - Collaborate with **local nonprofits, health clinics, and educational institutions** to ensure access to critical services.
 - Engage **resident leadership** in planning community-building activities to foster a thriving neighborhood.
 - Promote **program visibility** through flyers, newsletters, and community outreach campaigns.
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Data Collection & Reporting

- Securely collect and manage resident **intake forms, service referrals, and outcome tracking** in compliance with privacy regulations.
 - Monitor key performance indicators (e.g., **employment rates, housing stability, school attendance**).
 - Submit **quarterly reports** on service outcomes, challenges, and recommendations to program partners (**French Development and Rebuild Johnston Square**).
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Qualifications:

- **Bachelor's Degree in Human Services, Social Work, Psychology, Public Health, or a related field** (or equivalent experience).
 - **Minimum of 2 years' experience** in public housing, social services case management, or community-based support.
 - Strong knowledge of **housing assistance programs, HUD policies, and case management best practices**.
 - Experience in **culturally responsive service coordination** and community-based outreach.
 - Proficiency in **Microsoft Office, Excel, and case management software**.
 - **Bilingual skills (Spanish, French, Amharic) are a plus**.
 - Must possess a **valid driver's license** and be **insurable under the company's plan**.
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Work Environment & Physical Demands:

- Position works **on-site at The Willows Apartments** and may involve travel to partner organizations.
 - Exposure to **varying temperatures and outdoor conditions** during community engagement.
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- Occasional **lifting or transporting of materials up to 25 lbs.**

Behavioral Competencies:

- **Commitment to Service:** Passion for community empowerment and self-sufficiency initiatives.
- **Problem-Solving:** Ability to identify and resolve resident challenges effectively.
- **Professionalism:** Demonstrates integrity, cultural competency, and ethical behavior.
- **Adaptability:** Ability to adjust to changing resident needs and program goals.
- **Teamwork:** Works collaboratively with property managers, service providers, and residents.
- **Teamwork:** Collaborates effectively with peers and partners to achieve collective goals.

To Apply:

Please send your resume and a brief cover letter (or video introduction), to admin@upskilletc.com. Include "Resident Services Specialist" in the subject line.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date