



Resident Services Specialist – Part-time

POSITION OVERVIEW: Isles is seeking a Part-time Resident Services Specialist who will develop relationships with and provide direct support, referral services, and recreational and community programming for residents, with a focus on residents of Isles-owned properties. Reporting to the Senior Project Manager of Community Planning & Development, and coordinating with maintenance staff,

this position will support the advancement and success of downtown Trenton residents, ensure high quality property management of Isles' homes, and contribute to Isles' community development priorities in the neighborhood and city.

This position's responsibilities include:

Resident Services

- Develop relationships and communication lines with residents of downtown Trenton, with a focus on residents of Isles-owned properties
- Plan and implement programming that meets resident-identified needs, including cultural events, educational programming, recreational activities, and job- and career-development workshops
- Coordinate referral services to local and regional organizations to provide residents with appropriate support services
- Coordinate with Isles colleagues to connect residents with services across Isles' service areas
- Acting as resident advocate, make appropriate interventions within the community, with team members, and with professionals and community providers of service
- Maintain professional relationships with community partners and referral agencies

Property Management Liaison

- Maintain communication with and ensure effectiveness of third-party property management provider
- Work with residents to report housing and neighborhood concerns, and submit work orders and service requests to ensure quality housing conditions
- Respond to emergency requests and support residents through emergency resolution
- Observe property conditions and report concerns to appropriate individuals
- Coordinate with maintenance staff and Isles staff to schedule repairs, coordinate home assessments, and collect housing eligibility documentation
- Serve as primary contact for emergencies related to Isles' rental properties
- Working with Isles and property management staff, develop safety and crisis/incident management plans

The position involves community-based outreach and engagement, including occasional evening and weekend meetings, office/administrative work, and hands-on implementation and management of projects.

WHO WILL BE SUCCESSFUL: This position is an excellent opportunity for a motivated, experienced, and creative candidate to work with residents, neighborhood-based organizations and regional agencies to advance Isles' mission-driven goals of community development. The successful candidate enjoys working with community members, colleagues at Isles, and other non-profits and agencies. The successful candidate will work to develop authentic relationships of trust with residents, and to connect residents with services and programs that can support their ability to thrive and contribute to the creation of safe, healthy, and sustainable community. The successful candidate will be excited about the opportunity to link resident services and property management with broader community development goals and to ensure that community members' interests remain the priority of projects and programs. The successful

candidate is enthusiastic, self-critical, reflective, and committed to the potential of community development work, aware of their own history and experience in the context of community development work, and willing to learn from their successes, failures, and experiences.

QUALIFICATIONS

- At least three years in social services, community development, property management, or related field
- High school diploma or equivalent
- Familiarity with social service providers in Trenton and Mercer County
- Record of community-informed organizing or engagement experience
- Commitment to racial equity and community-focused neighborhood redevelopment
- Cultural competency and cultural humility
- Ability to collaborate in a team-oriented work environment
- Ability to communicate clearly in written and verbal form
- Ability to plan own work to meet deadlines
- A can-do problem-solving attitude
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Proficiency in utilizing virtual meeting platforms (Zoom, WebEx, Teams, etc.)
- Spanish language proficiency
- Experience with affordable housing requirements

ABOUT COMMUNITY DEVELOPMENT & YOUTH SERVICES (CDYS) AT ISLES: The Isles CDYS team links community planning & development and youth services to more effectively deliver coordinated community revitalization and support. CDYS collaborates with residents and community stakeholders to identify community concerns and priorities, create action-oriented, community-led neighborhood plans, and secure resources to sustain neighborhood revitalization and youth services over the long term. To do this, we implement evidence-based strategies to enhance and strengthen communities, including community and school gardens, youth education, food and nutrition education, coordination of neighborhood redevelopment, economic development programs, beautification and activation of underutilized properties, cost-effective recreation programs, and advocacy for policy and program changes. In addition, CDYS leads city-wide research and planning initiatives related to violence reduction, creative placemaking, and food systems. CDYS work represents a holistic effort to positively change perception and experience of neighborhoods, streets, and communities across Trenton, integrating urban agriculture, real estate development, placemaking, youth development, and planning.

ABOUT ISLES: Founded in 1981, Isles is a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities. Each year, Isles reaches thousands of central New Jersey residents with opportunities for at-risk youth job training, affordable housing development, financial literacy training, homeownership counseling, community gardening, environmental health and education, community organizing, and regional planning.

WHAT IT'S LIKE TO WORK FOR ISLES: Throughout its 40-year history, Isles has proactively and innovatively anticipated and responded to changing needs and priorities of the Trenton community. Isles works to impact underlying causes of social inequities in meaningful and effective ways, while ensuring a healthy work-life balance for staff members. Isles' culture is built around collaboration and mutual support, internally and externally, and a socially conscious commitment to advancing social justice and equity. Our team consists of more than 50 employees, plus a corps of volunteers and an engaged Board of Directors.

Interested candidates should submit cover letter, resume and recent writing sample to hr@isles.org. Your application materials should demonstrate why you're a good fit for this position and what *specific* skills, experience, talents, and interest you'll bring to the table.