

## ***Resident Outreach Assistant***

### **Twin Pines Housing, White River Junction, VT**



*Learn the ins-and-outs of affordable housing supportive services while serving at a well-respected housing organization in the beautiful Upper Valley region of Vermont. By serving as the Resident Services Assistant, you'll gain valuable skills, exposure to leaders in the field, and experience that will strengthen your resume. You'll have the opportunity to serve low- and moderate-income Vermonters and learn what it takes to become a community housing champion. Affordable housing experience not required, only a willingness to learn and a passion to serve others! Apply today!*

This position is part of the Vermont Housing & Conservation Board AmeriCorps (VHCB AmeriCorps). The VHCB AmeriCorps program supports the innovative dual-goal approach to creating stable affordable housing opportunities for Vermont residents while preserving the natural and working landscape. VHCB AmeriCorps is a national service program that places members with non-profit housing or land and energy conservation organizations around the state.

Twin Pines Housing (TPH) is the Upper Valley's leading provider and developer of affordable housing, serving northern Windsor and southeastern Orange County in Vermont, and southern Grafton and northern Sullivan County in New Hampshire. The agency develops and manages affordable multi-family apartments and affordable homeownership properties. It currently manages or oversees 417 units of rental housing and 48 home ownership properties, with 122 additional rental units in various stages of development.

Twin Pines Housing's mission is to strengthen the Upper Valley community by developing and improving affordable homes for individuals and families, and by supporting our tenants and owners. The goal of the Resident Services Assistant position is to act as a liaison between TPH staff and tenants through development, renovations, and programming to improve the services TPH offers. The AmeriCorps Member will support and learn about the importance of affordable housing, while building professional and communication skills, and learning to serve with a variety of different people.

#### **Essential Functions:**

- Provide support for residents at all properties, including tenant support during renovations at a 100-unit development.
- Engage with tenants on a one-on-one basis as needed throughout the construction process.
- During tenant relocations, assist tenants and staff with moving.
- Communicate construction status, property updates, and other information to tenants through newsletters or other written correspondence.
- Assist residents with applications and other necessary paperwork to access benefits, assistance, and services.
- Provide social and supportive programming for residents.
- Improve food access for residents through implementing community gardens and lunch programs.
- Create, distribute and compile data through a rental resident survey collecting demographic information that the organization can use to determine how to best serve our tenants



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- Office organization, filing and data entry relevant to service position
- Assist with community and outreach event coordination and planning
- Participate in an Independent Service Project under the guidance of VHCB AmeriCorps
- Participate in VHCB AmeriCorps Trainings, Service Days, Events, and Program Initiatives.
- Engage in professional and personal development activities and networking opportunities.

## Secondary Functions:

- Design program guides, brochures, fact sheets, flyers, etc.
- Assist tenants with property repair and maintenance as needed
- Create content for program website
- Create content for resident newsletters

## Desired Qualifications:

- Strong time management, organization and communication skills.
- Strong attention to detail
- Ability to manage multiple tasks and priorities
- Ability to serve independently and with multiple supervisors
- Ability to lift 25lbs
- Proficiency with Windows Microsoft Office programs
- Professional, friendly personality
- Reliable automobile and safe driving record

## Minimum Qualifications:

- Be US citizen or have permanent resident status;
- Be at least 18 years of age upon entering the Pre-Service Orientation or 17 years of age with verified parental permission;
- Be a high school graduate, have a GED certificate, or be willing to work towards a GED as part of the service-term. A member cannot have dropped out of high school to join AmeriCorps.
- Has not been convicted of murder or sexual assault and is willing to undergo an National Service Criminal History Check;
- Be committed to the VHCB AmeriCorps program's ethic of service and personal and professional development of its participants;
- Have the ability and enthusiasm to drive to, attend, and participate in all required trainings and events, and be prepared to drive up to 2-3 hours each way.
- Available to regularly serve 40 hours per week

## Additional Information:

Service will be performed both in an office setting and at properties with property management and resident services staff. The Member will be guided and supported by the Project Manager, Director of Property Management, and Director of Supportive Services. Time will be spent at a computer, communicating by phone, collaborating with team members, and interacting with



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residents. During tenant relocations, the AmeriCorps Member will assist tenants and staff with moving tenants, including lifting of moving boxes, personal items, and furniture.



Position begins September 9<sup>th</sup>, 2019 and ends August 14<sup>th</sup>, 2020.

This position is **Full Time**: Requires 1,700 hours for an average of 40 hours per week for 48 weeks. Member will receive a living allowance of \$20,400 (pre-tax), and an education award of \$6,095 (pre-tax) upon successful completion of service. Other benefits include health insurance, federal school loan forbearance, and various training and networking opportunities.

This position **does** have recurring access to vulnerable populations (youth, persons over 60, individuals with disabilities).

**To Apply:** <https://vhcb.org/our-programs/vhcb-ameri-corps/positions>

For questions about this position or to send additional materials:

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[Laura.Beliveau@tphtrust.org](mailto:Laura.Beliveau@tphtrust.org)

Application deadline: August 26, 2019

Additional information on AmeriCorps is available at [www.americorps.org](http://www.americorps.org).

**The Vermont Housing & Conservation Board (VHCB) is sponsoring this AmeriCorps position through their AmeriCorps Program. VHCB is an Equal Opportunity Employer. Positions are open to all applicants without regard to race, color, national origin, ethnicity, disability, age, gender, gender identity, sexual orientation, political affiliation, veteran's status, religion or creed.**

Member Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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