

ALEX MATTHEWS

We are thrilled to present our interview with Alex as our first ever Staff Spotlight! Alex is OTR's Manager of Resident Services. She started working at OTR in November of 2017 on the very first day that Midtown Crossing Apartments opened. Alex manages all of the service coordinators with OTR as well as many interns over the years pursuing a future in social work. As a service coordinator, Alex provides direct services to the residents at all of her buildings, Belden, Midtown, and Lombard. She assists residents with accessing and applying for benefits, linking residents to transportation services, mental health services, community resources, setting up and assisting with programming, conflict resolution, and much more.

"The primary goal of a service coordinator is to ensure that residents maintain their independent living status and assist in improving the overall quality of life for our residents." - Alex Matthews

➔ What do you like most about your work?

"What I like most about my work is being able to empower the residents and connect them to resources so that they are able to live independently as long as possible."

➔ What do you wish more people knew about OTR residents?

"I wish people knew how resilient and strong our residents are. The individuals that we work with have overcome many struggles and obstacles in their lives. OTR enables these individuals to prove their resilience and live independently."

"IT ALWAYS MAKES ME PROUD WHEN I SEE RESIDENTS ACCOMPLISH TASKS OR RESOLVE ISSUES THAT THEY DIDN'T THINK THEY COULD SOLVE."

➔ How has OTR helped you in your career development?

"OTR is actually my first full time job I've held as a social worker. I started working here the year I graduated with my masters in social work. OTR has given me a lot of experience. It has also allowed me to have Katie as a supervisor. Katie has provided me with a ton of resources, information, and support throughout the years. With Katie being an LCSW, I was also able to easily complete the necessary supervision requirements in order to sit for my LCSW exam."

Note: Alex passed her LCSW exam in January of 2021



➔ What do you like to do when you're not working?

"When I'm not working I like to spend time with my dog, Oliver. I really enjoy traveling with my boyfriend, Derek and with Oliver when possible. Clearly COVID has put a hold on traveling recently!"



"I'M VERY COMPASSIONATE ABOUT KINDNESS. I ALWAYS TRY TO ENCOURAGE OTHERS TO BE KIND TO ONE ANOTHER AND TREAT EVERYONE YOU MEET WITH RESPECT."



➔ Do you have a favorite quote?

"Work for what you believe in, but pick your battles, and don't burn your bridges. Don't be afraid to take charge, think about what you want, then do the work, but then enjoy what makes you happy, bring along your crew, have a sense of humor." - Ruth Bader Ginsburg