

# Resident Services Manager

**OppCo** partners provide stable homes within great neighborhoods, which serve as a foundation for thriving families and individuals. Our homes and neighborhoods promote healthy families as well as work, economic, and educational success. Resident Services contributes directly to these goals by supporting stable tenancies and resident health, and by connecting residents to each other and the broader community. Services are provided through direct service provision as well as through formal and informal relationships with third party providers.

The **Resident Services Manager** develops, manages and deliver programs and amenities that support stable tenancies and serve children, adults and seniors living in OppCo properties. The Manager will lead community engagement efforts in OppCo properties to build social capital by fostering person-to-person and people-to-place relationships, develop the skill and will of resident leaders to take on leadership roles at OppCo and in their community, encourage civic engagement in order to build neighborhoods of choice where neighbors have elevated community standards and a sense of efficacy. This is a mobile position that will require regular travel to Member agency's properties. The Manager will coordinate with property management staff and community partners. The Manager is responsible for developing and managing partnerships with community leaders and service providers to expand opportunities for residents to access programming that would enhance their quality of life.

## **Essential Job Functions and Responsibilities:**

- Maintain regular, scheduled onsite hours at larger properties.
- Welcome new residents (and establish/maintain contact with existing residents) and explain the resident services program and services and provide information and support in accessing local service resources; build relationships to support their needs and goals.
- Prioritize services that assist residents to maintain stable tenancies, including screening tenants for public benefits eligibility, and support for tenants at risk of eviction.
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency.
- With the support of the VP for Resident Services, identify and assess individual and family needs and provide direct services or supportive linkages between residents and other services as appropriate; maintain appropriate case notes in accordance with WISP procedures.

*Resident Community Engagement*

- Implement activities that promote a healthy community among residents, facilitate support groups, family programs, social celebrations and community engagement, and leadership development activities.
- Coordinate with site community engagement staff to achieve community impact goals for communities and neighborhoods
- Plan and coordinate on-site and off-site social/recreational activities.
- Organize and facilitate resident meetings; Problem solve with residents when appropriate. Provide professional communication and leadership in a variety of meeting/presentation settings that support open, honest communications and inclusion of diversity.
- Support resident leadership and empowerment.
- Develop partnerships with existing organizations and programs to offer new programs & events when possible.

### *General*

- Maintain resident leadership development matrix tracking system.
- Supervise site interns, VISTA members, summer youth workers.
- Maintain accurate records, produce timely written and verbal reports.
- Provide general assistance, as needed, for OppCo activities and events, and undertake other activities and duties as requested.
- Acquire and maintain any certifications required by OppCo or for delivery of services.
- Fulfil annual work plan and funding requirements.

### **Non-Essential Functions**

- Participate in relevant industry forums and committees as requested by Member agency to stay current with the field, and increase visibility for the organization.
- Tell the story of our work to residents, network members, and funders by supporting program communications
- Identify emerging needs, issues and trends that will impact resident quality of life, housing stability, economic self-sufficiency, or community vitality. Propose appropriate responses, including new programs or outreach efforts.

### **Work Requirements and Qualifications**

- College graduate or equivalent experience providing human services or community engagement / outreach; Master's degree desirable.
- 3+ years' case management or program management experience;

- Experience working with low-income families, seniors and non-elderly disabled people
- Demonstrated strong cultural competence for working in a diverse multi-cultural community.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and in planning, implementing, and evaluating programs and services.
- Responsible, self-motivated, and able to carry out and prioritize multiple ongoing projects
- Genuine enthusiasm for meeting, motivating, and involving people in community activities
- Excellent verbal and written communication skills
- Bi-lingual English-Spanish (both written and spoken) preferred
- Demonstrated ability to work independently and as part of a team
- Strong work ethic, a good sense of humor, and a commitment to social justice
- Comfort with ambiguity and ability to thrive in a fluid, entrepreneurial environment; willingness to “roll up one’s sleeves” and extend beyond formal responsibilities based on the needs of the work
- Proficiency with, Word required. Knowledge of Salesforce or similar program preferred.
- **Willingness to work a flexible schedule, including nights and weekends**

**Other qualifications desired, but not required:**

- Experience working in a diverse multi-cultural community

**Physical Requirements**

- Ability to travel to properties
- Ability to work on feet for extended periods of time

**Qualification Requirements:**

To perform this job successfully, an individual must be able to perform each essential function in a satisfactory manner. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Requirements:**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

We offer competitive compensation and good benefits. Send a cover letter and a copy of your resume to: <https://www.tfaforms.com/4727949>. 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.