Job Announcement

Resident Services Manager

Position Overview:
The Resident Services Manager (RSM) plays an integral role in implementing the Allston Brighton CDC’s goal of stabilizing tenancies, increasing economic self-sufficiency and access to opportunities by removing barriers which prevent individuals and families from being fully engaged in their community. The Resident Services Manager will enhance the ability of residents to uphold their lease obligations, promote self-sufficiency, enhance the quality of the community, enhance a resident’s quality of life and help promote inclusion and tolerance by and for all residents and staff. The Resident Services Department is ultimately responsible to the whole community and is resident driven rather than needs driven.

Responsibilities:

Tenancy Preservation:
- Act as the liaison with property operations to educate residents on re-certification, reasonable accommodation, and lease compliance. Provide referral and follow-up when necessary.
- Mediate resident and/or management conflicts, when necessary.
- Work in collaboration with the property management company/team when a resident is identified as being in jeopardy of eviction. Offer referral support to the resident to rectify the situation positively and quickly.
- Assist residents in gathering documents for referral purposes and/or annual recertification
- Track new residents and coordinate quarterly orientations acclimating residents to property/community and distinguishing the difference in the beginning between owner and management.

Resident Self-Sufficiency:
- Provide supportive linkages between residents and referral agency staff when residents request assistance. Assist in negotiating and accessing services, benefits, and entitlements.
- Identify, assess, select, develop, and maintain referral relationship with local agencies that effectively assist residents to achieve their opportunities and objectives in life. Identify and assess individual and family needs, as requested, and minimally on an annual basis; provide support in accessing services successfully. Address resident issues, needs and feedback on the center.
- Support residents to enhance the quality of their lives; encourage and empower them toward self-sufficiency.
Program planning, implementation, and staff supervision:

- Establish program targets. Consistently track and measure progress. Regularly report program outcomes to internal and external stakeholders. Analyze and use outcomes data as the basis for continuous program improvement.
- Promote and market the All Bright Community Center to residents living in ABCDC owned property. Set a tone of inclusion and non-discrimination in the resident community.
- Identify potential program funding resources and work with Communications Manager on grant applications for Resident Services Programs.
- Effectively communicate program and community opportunities with residents by newsletter, flyer, bulletin board etc., making sure that communication is inclusive of language difference and the visually impaired.
- Supervise the Resident Service Coordinator and the daily operations of the All Bright Community Center.

Community Engagement:

- Organize and coordinate community events. Duties consist of strategic planning, event management, cash handling, data analysis, employee supervision, recruitment for programs and events and other duties as assigned.
- Facilitate resident meeting and community-organizing and social activities as desired by residents.
- Where appropriate work with Community Engagement Manager on initiatives to involve residents residing in ABCDC housing to community engagement activities.

Reporting:

- Create and maintain resident data tracking system for reporting purposes by regularly requesting, tracking and updating resident demographic data, resident intakes, referrals and outcomes.
- Utilize Salesforce as a measurement tool to ensure the work is having the desired effect and use the data to refine or develop new programming to meet emerging trends.

**Required Qualifications:**

- Three – Five years’ experience in community organizing, case management, and/or resident services
- Bachelor’s Degree or equivalent professional experience
- Knowledge of the Boston-area social service delivery network, particularly for low-income and moderate-income households.
• Demonstrated ability to work with low and moderate-income individuals and families and racially and culturally diverse communities.

Preferred Qualifications:
The ideal candidate will have a master’s degree in Social Work and be a Licensed Independent Clinical Social Worker (LICSW) with previous experience providing supervision to staff and interns. The candidate will have adequate knowledge and/or experience in working with mental health issues, substance use and abuse issues, older adult and disability services, youth development, and diversity and inclusion. The ideal candidate will have a demonstrated ability to network and build strategic partnership to leverage community supports and services for the benefit of ABCDC’s communities. In addition, the ideal candidate will have the following:

• Knowledge of subsidized housing programs.
• Salesforce experience.
• Bi-lingual (Haitian Creole, Spanish or Russian).
• Excellent listening skills/follow through and the ability to work individually and as a part of a team.
• Knowledge of relevant state, federal and local resources and agencies

The Application Process
Please submit a resume and a cover letter documenting experience and interest in this position to: John Woods, Executive Director, Allston Brighton CDC, 18R Shepard Street, Suite 100, Brighton, MA 02135 at woods@allstonbrightoncdc.org.

Applications will be reviewed and acknowledged as they are received. Allston Brighton CDC seeks to fill this position by early January 2021 if not sooner.

Allston Brighton CDC offers a competitive salary, commensurate with experience and qualifications, plus generous benefits.

Allston Brighton CDC is an equal opportunity. People of color and Allston Brighton residents are strongly encouraged to apply for this position.