



DIRECTOR OF RESIDENT SERVICES

JOB SUMMARY

The Director of Resident Services will have principal responsibility for implementing and overseeing supportive services, education, and recreational programs for Las Palmas Housing, a Nonprofit Affordable Housing and Real Estate Development Corporation based in Encinitas (North San Diego County), California.

These programs are offered to residents living in affordable apartment communities where Las Palmas is either the Managing General Partner or the sole owner. The position requires a motivated and resourceful individual who is sensitive to the needs of low-income residents and strongly believes in the mission of providing affordable housing. He/She must be skilled at developing, coordinating and delivering services within a multi-agency and multi-disciplinary team.

This position will report to the Executive Director/President.

RESPONSIBILITIES

- Manage and monitor resident service programs at affordable housing communities throughout California by working with on-site service coordinators, activity directors, educational instructors, on-site apartment management, residents and local third party agencies.
- Research communities and assess local resources available for resident services.
- Create working relationships and policies with local agencies and community resources to develop and implement Las Palmas' resident services programs.
- Lead meetings with community groups, on-site management and third party providers.
- Design and implement new resident service programs. Providing resident population with current information on services, benefit programs and other resources available in the community.
- Provide quality assurance supervision to on-site coordinators at HUD apartment communities.
- Ensure that service coordinators are providing appropriate reporting documentation according to the regulations or guidelines imposed by the funding agent as it applies to the particular program (i.e., HUD, TCAC, CDLAC, AHP, SHRA, etc.) and that files contain appropriate resident information.
- Train service coordinators in appropriate areas of social work practice and is familiar with state and federal regulations that govern the housing industry
- Provide service coordinators with guidance on problem-solving methods, techniques and service management practices.
- Periodic review of intake/assessments with coordinator and service providers (case management).
- Oversee our volunteer program by utilize and expanding on our current volunteer model to recruit, train, manage and retain volunteers participating in programming at our various housing communities
- Complete internal and external reports accurately, meeting deadlines: including monthly reports on services, programs and activities at each community.
- Identify research and resolve potential problems. Proactively provide solutions.
- Ensure that follow-up and remedial actions are executed as necessary.
- Work with Las Palmas' accountant to develop specific budgets for services and programs.

DIRECTOR OF RESIDENT SERVICES (continued)

- Travel in own vehicle (mileage reimbursed), (or via airplane) to Las Palmas apartment sites for meetings related to resident services.
- Meet regularly with core staff to review staff, resident, building, and management concerns.
- Provide some administrative support, when necessary – answering phones, correspondence and grant application preparation.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS

- Experience in supervision and program management.
- Excellent communication skills, both oral and written.
- Convey information clearly and effectively through both formal and informal documents.
- Strong computer literacy with proficiency in MS Word, Excel, Outlook and PowerPoint.
- Ability to organize, manage and track multiple detailed tasks and assignments with frequently changing priorities, in a fast paced work environment; while maintaining accuracy to ensure quality standards are met without impairing workflow.
- Diligent follow-up to ensure problem resolution and completion of tasks.
- Proactively demonstrate readiness and ability to initiate action.
- A self-starter with the ability to work in a relatively independent environment, as well as collaboratively within a team environment.
- Identify required tasks, develop timelines and execute.
- Project a positive professional image both with internal and external business contacts.
- Ability to work with diverse groups of low-income populations, including seniors, families and youth. Sensitivity to cultural diversity
- Capacity to create and manage budgets.
- Possess a valid California driver's license, current auto insurance and an acceptable driving record.
- Knowledge of concepts, principles and practices of affordable housing and the real estate industry, a plus.

EDUCATIONAL/PREVIOUS EXPERIENCE REQUIREMENTS

- Possession of a bachelor's degree in social work, sociology, psychology, human services, or a closely related field. Master's degree, a plus.
- A minimum of 3 - 5 years experience in program administration/supervisory experience. Or a combination of training and experience that will likely result in the successful performance of the core duties of the position.

HOURS

- Monday thru Friday - 8:30am to 5:30pm

COMPENSATION

We offer a competitive salary, commensurate with experience. Along with a comprehensive benefits package which includes vacation, sick and holiday pay. We also offer a matching 401K plan and healthcare insurance to full-time employees.

Qualified applicants should submit a resume and **salary requirements** to the following fax number: **760-944-9908**.