

INNER CITY CHRISTIAN FEDERATION
Job Description

Job Title: Resident Engagement Manager
Department: Housing and Family Services
Reports To: Deanna Rolffs, Vice President of Housing and Family Services
FLSA Status: Exempt
Prepared By: Deanna Rolffs
Prepared Date: September 15, 2017

SUMMARY

The Resident Engagement Manager designs and leads successful neighbor engagement programs. Job functions include program development, outcomes planning and improvement, staff supervision, billing, reporting, and contract oversight by performing the following duties either personally or through other employees. Resident Engagement Manager develops and leads staff in the following program areas: Family Haven, Permanent Supportive Housing and Resident Community Engagement Programs. Goals of this program include increased opportunity, strong relationships and housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Lead the activities of seven professional staff positions ensuring provision of quality education and counseling services sufficient to meet community demand.

Provide servant leadership and leadership to professional staff and support positions (Interns and other support staff) working in programs related to resident programs and network or other community programs when applicable.

Collaborate with department and organization leaders to create systems and structures that support staff professional learning, coaching, results-orientation and assets based client support.

Collaborate with organizational and department leaders to plan and execute effective staff training programs, based on job-embedded coaching and effective professional learning opportunities.

Develop, implement and continuously improve dynamic, effective and outcomes based resident programs to meet community demand.

Research and analyze member or community needs to determine program directions and goals.

Conduct marketing, speaking engagements and community outreach activities within the community for ICCF programs and services.

Develop and implement measures of effectiveness and quality of resident services and programs. Compile records and prepare reports on program participants. Program areas include Family Haven, Permanent Supportive Housing and Resident Community Engagement Programs. Resident community engagement programs include development, creation and implementation of resident connection opportunities, building relationships, facilitating wellness and referral to ICCF services including educational, social, wellness, financial

capabilities, and home purchase education and counseling. Resident community programs also include design and implementation of Resident Councils and Community Chaplain programs in ICCF multi-family developments.

Lead team to execute data entry functions (Vista Share, Rx Office, HMIS, Microsoft Excel, etc.).

Provide regular reports on program activity to participating employers, program funders, foundations, and to supervisors for programs and services.

Develop and maintain a thorough familiarity with various options available within the community particularly for low- and moderate-income individuals and families in cooperation with ICCF staff. Identify and investigate best practices regarding resident services and programs.

Conduct other duties as assigned by the Vice President of Housing and Family Services.

SUCCESSFUL CANDIDATES WILL POSSESS:

Passion for and commitment to achieving justice and equity in housing

- A high degree of initiative, independence and tenacity; ability to identify and prioritize actions toward a goal
- Ability to speak and write in Spanish and English (preferred)
- Effective communication skills – verbal, written, presentation– with audiences diverse in age, race, etc.
- Ability to build relationships quickly and authentically
- Willingness to collectively and personally work to close persistent opportunity gaps based on race, class, culture and power
- Experience collecting, analyzing and using data to inform planning and strategic intervention
- Collective Responsibility – strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities
- Demonstrated experience working in collaboration with others to effect change
- Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in complex systems and institutions
- Willingness to secure and maintain appropriate housing education and counseling certifications.

TO BE CONSIDERED APPLICANTS MUST HAVE

- Bachelor's degree, Masters preferred, in Social Work or a related field
- Program development and outcomes measurement
- Team development and leadership experience
- Experience in diverse settings, neighborhoods and/or work environments
- Valid driver's license and vehicle to use to drive among multiple resident programs and sites

SUPERVISORY RESPONSIBILITIES

Supervises the activities of employees, as well as interns and volunteers involved in the accomplishment of related tasks of Family Haven, Resident Community Engagement Programs and Permanent Supportive Housing, supporting and coaching staff to be successful. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Social Work degree or experience preferred.

LANGUAGE SKILLS

Bilingual Spanish and English speaking and writing skills preferred. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

MSHDA and HUD Housing Counseling or Rental counseling certifications preferred. Licensed Social Worker preferred. Realtor License preferred.

PHYSICAL DEMANDS The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation

Salary commensurate with experience.

We offer a benefits package that includes medical/dental/vision insurance, vacation, sick leave and retirement.

Inner City Christian Federation is committed to equal employment opportunity in its hiring and employment practices and policies for all staff members and applicants for employment without regard to race, color, gender, sexual orientation, national origin, age, physical ability, marital status or veteran status.

Please submit your resume with a cover letter and salary requirements to Traci Douglas, tdouglas@humanresourcepotential.com. ICCF is an EEO employer.