



## San Francisco Housing Development Corporation

<b>JOB TITLE:</b> Director of Resident Services and Engagement	<b>LOCATION:</b> SFHDC Satellite Office in Hunters Point, San Francisco
<b>IMMEDIATE SUPERVISOR:</b> Chief Executive Officer	<b>FLSA STATUS:</b> Exempt

### ABOUT US:

San Francisco Housing Development Corporation (SFHDC) is a 29-year-old non-profit agency working to foster stability in low- and moderate-income, minority communities in San Francisco, through the development of affordable housing, facilitation of homeownership, and the financial empowerment and economic revitalization of our community. SFHDC is the Managing General Partner of eight existing Low Income Housing Tax Credit (LIHTC) Partnerships, and has developed around 500 homes across 8 projects. We are partnering on seven new housing and mixed-use projects, encompassing around 825 affordable units, primarily through LIHTC partnerships. Our Financial Empowerment Program serves over 1,500 clients annually, providing education and coaching in areas such as credit, savings, rental readiness and first time home buying.

Our Resident Services Program (the “Program”) primarily serves those who live at three of our housing developments, totaling over 470 households. While many of our programs serve residents citywide, SFHDC has focused in particular on San Francisco’s Western Addition/Fillmore area and Supervisorial District 10, which includes the Bayview Hunters Point, Visitacion Valley and Potrero Hill. We are seeking an extraordinary individual to help build and lead our Resident Services team.

### POSITION SUMMARY:

The Director of Resident Services and Engagement (the Director) will lead the day-to-day planning, operations and reporting of the organization’s supportive services and related activities for low-income families and individuals. The Director will manage a team of dedicated and experienced service staff, currently numbering seven full-time employees, several part-time employees, and various contractors.

SFHDC is currently the lead service provider for Bayview Commons Apartments, a 30-unit family housing project with Section 8, HOPWA and LIHTC clients, and is the on-site service coordinator for approximately 440 families living at Hunters Point East/West and Westbrook Apartments, two formerly public housing sites that have been privatized are being renovated through the U.S. HUD Rental Assistance Demonstration Program (RAD) via the City and County of San Francisco. SFHDC will also provide case management services to formerly homeless families at one or more projects currently in the planning stage. The Director will oversee the provision of quality, self-directed services to these sites (and any other new ones), ensuring residents are engaged and aware of the service opportunities, and that they are encouraged to avail themselves of educational, recreational and social activities and referrals that can improve their lives. Our work at these sites interfaces with residents across five critical areas: Housing, Education, Economic Mobility, Health, and Public Safety.

This is a full-time, hands-on, position with some evenings and weekends required. As part of SFHDC’s management team, the Director plays an important role in SFHDC’s current and anticipated growth, with particular focus on the already expanding Program.

### PRIMARY RESPONSIBILITIES:

#### Program Development and Leadership:

- Plan and execute specific strategies to enhance and expand the Program.
- In conjunction with staff and under the leadership of the CEO, develop and implement Program criteria, policies and procedures;
- Develop and track Program budgets; evaluate program effectiveness; ensure compliance with funder requirements, goals and expectations.
- Manage the work of multiple partners, including youth program and workforce development partners.
- Plan and implement safe, age-appropriate recreational or educational programming for children and adults, as needed, as well as special event outings for children and families;

- Seek and develop opportunities for staff training.

**Resident Engagement:**

- Plan and supervise outreach to and engagement of residents at current and future housing sites;
- Lead outreach activities and events to increase resident participation in programs and services;
- Design, implement and analyze surveys to gauge resident needs and interest in specific programs and services, and to measure resident satisfaction with programs and services;
- Participate directly in community-building activities with children, families, and/or volunteers;
- Modify existing outreach/engagement strategies based on survey and resident feedback;
- Attend and facilitate resident meetings regarding the status of housing renovations or construction.

**Direct Service and Case Management Supervision:**

- Provide direction to case managers regarding assessment of individual client's needs;
- Establish and maintain working partnerships with relevant service agencies in the community;
- Ensure staff are aware of and make appropriate referrals to other service providers to ensure the residents' needs are addressed;
- Direct the Program staff to ensure proper follow-up on specific resident challenges; participate as needed in meetings with residents and other parties to assist in resolving these challenges;
- Oversee the preparation, storage and maintenance of proper confidential records of all work;
- Supervise Resident Services Coordinators, Service Connectors and Case Managers, as well as sub contractors and volunteers who conduct events/services for residents;
- Attend regular, ongoing meetings with residents and property management staff to ensure all parties adhere to established procedures and policies.

**Other General Duties:**

- As part of the management team, provide support to CEO in management and operation of SFHDC, including troubleshooting, strategic planning, and Human Resources;
- Assist in preparation of funding applications and reports, including budgets; coordinate submission of invoices to Program funders;
- Fulfill other responsibilities of organization's operations in CEO's absence, as designated by CEO;
- Performs other duties as required.

**QUALIFICATIONS:**

**Knowledge, Skills and Abilities:**

- Knowledge of the surrounding community, activities and services available to residents by local and regional human services agencies;
- Knowledge of the techniques of counseling; social work principles and practices;
- Knowledge of mental health, substance abuse, domestic violence and trauma issues;
- Knowledge of issues related to homelessness and poverty;
- Familiarity with crisis counseling and case management techniques;
- Knowledge of federal, state, and local housing programs;
- Ability to work effectively with individuals and community groups from a wide variety of cultures in a professional, respectful and engaging manner;
- Ability to convey complex information, on an individual or group basis, to partners, funders and the general public;
- Ability to collaborate successfully across the organization;
- Ability to work with others in establishing and meeting goals and objectives;
- Ability to lead a team of diverse, skilled and passionate staff in a dynamic environment;
- Exceptional communication skills – writing, speaking and listening skills;
- Skilled in generating and maintaining statistical information, quantitative and financial analysis, preparing technical reports, use of a personal computer (Mac and PC) and related software, such as Word, Excel and PowerPoint;

- Ability to work with details and information with a high degree of accuracy;
- Skilled in organizing time and prioritizing work load of oneself and of the Program team;
- Self-awareness –know your emotions, strengths, weaknesses, drives, values and goals and recognize their impact on others;
- Self-management—able to control impulsive feelings and behaviors, manage emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances;
- Relationship management –able to develop and maintain good relationships, communicate clearly, inspire and influence others, work well in a team, and manage conflict;
- Must enjoy working with people and have a strong desire to help others succeed.

**Education and Experience:**

- **REQUIRED:**
  - Minimum 5 years of experience in successful social service delivery with increasing responsibility, **AND** at least 2 years’ supervisory experience in this area;
  - Bachelor’s Degree from an accredited college required;
  - Knowledge of case documentation; available local service organizations and resources;
  - Training in social work principles, counseling techniques and conflict resolution;
  - Demonstrated ability to interpret policies and regulations, plan and organize work, establish working relationships with the residents, civic and community organizations, and coworkers;
  - Demonstrated successful experience conducting and/or overseeing resident and community needs assessments, and community outreach, including organizing community events, and programs;
  - Demonstrated commitment to supporting low-income children, adults and families with compassion, integrity and confidentiality;
  - Current with best practices of social service delivery, specifically to low-income and culturally diverse populations via continuing education courses and workshop trainings. Experience conducting community assessments, applying principles of conflict management, and organizing community group activities, events, and programs is essential.
- **PREFERRED:**
  - Masters Degree in Social Work or closely related field from an accredited university is preferred;
  - Licensed Clinical Social Worker or Marriage and Family Therapist is preferred;
  - Experience in group and individual counseling is preferred.

**Special Requirements and Work Conditions:** Possession of a valid driver's license issued by the State of California, with a driving record acceptable to SFHDC’s insurance providers. Must be able to work evenings and weekends as needed. Work is typically in an office setting. Involves frequent walking, standing, leaning, bending, as well as frequent contact with outside service providers, private housing providers, community partners, foundations, government agencies and the general public in our office or at other offices. Requires regular interaction with clients and residents of diverse socio-economic backgrounds. Requires attendance at resident meetings and site visits that may involve walking up and down various terrain and/or stairs. Regular work in the field requires use of personal automobile. Requires frequent operation of a computer(s), laptops, printers and other standard office equipment.

**BENEFITS:** Salary commensurate with experience; excellent benefits, including health insurance, life insurance, retirement plans, vacation time, sick leave and generous holiday schedules.

**APPLICATION PROCEDURES:**

**Please submit a cover letter, resume and Employment Application (found at: <http://sfhdc.org/careers>) to: [hr@sfhdc.org](mailto:hr@sfhdc.org)**

**\*DEADLINE: FRIDAY, JULY 28, 2017, 5PM\***

SFHDC IS AN EQUAL OPPORTUNITY EMPLOYER. PEOPLE OF COLOR ARE ENCOURAGED TO APPLY.