

Director of Resident Services



Community Corp.
of SANTA MONICA



Position Summary

Community Corporation of Santa Monica is a Santa Monica based, non-profit organization committed to developing and managing affordable housing. The Director of Resident Services is responsible for providing overall direction and management of CCSM's Resident Services Department. The Director develops and controls budgets, drafts and implements policies and procedures, directs and manages staff and participates in fundraising. The director also manages relationships with local social service providers and other community stakeholders. As part of the senior management team, the Director collaborates with other department heads to implement the strategic goals of CCSM.

Essential Position Responsibilities

The primary responsibilities for this position include:

- Strategy
- Inter-departmental collaborations
- Community & Industry Relations
- Develop and Manage Programs
- Leverage Existing Services in the Community
- Department Administration
- Resources for Resident Services
- Direct Services to Tenants

Summary of Skills Required

- Collaborate with community members, management team and other involved parties
- Manage department budget and work with accounting team to ensure accurate invoicing, payments, etc.
- Communicate effectively via email, in-person and in small group environments
- Ability to develop policies and procedures, reports and analyze information
- Manage the volunteer program
- Identify service providers, create, negotiate and monitor contracts and MOUs
- Oversee the planning, implementation and compliance of resident services in accordance with the needs of residents and regulatory agreements
- Monitor program performance and outcomes to ensure program goals are achieved
- Analyze and utilize outcome data as the basis for continuous program improvement
- Act as a liaison and advocate for residents with service providers
- Work effectively as part of a mid-sized team with multiple competing priorities and deadlines

Education and Experience

- 10 years of experience in the provision of Resident Services, program management and people management. A college degree is preferred.
- A Masters in Social Work (MSW) is preferred.

Supervisory Responsibilities

The Director will be responsible for hiring, training, supervising a staff of five and evaluating the team of professionals in the Resident Services department. The Director will also be responsible for the professional development of staff, succession planning, and reassignment of duties. Finally, the Director will be responsible for the selection, placement and performance of volunteers.

Travel Requirements

Regular car travel, primarily in Santa Monica to visit properties under development by CCSM. Minimal amount of air travel, generally for conferences or trainings.

Benefits

Medical, Dental, Life insurance, AD&D, 4 weeks of paid vacation, paid sick leave, holiday pay, 9/80 work schedule (every other Friday off) and optional retirement plan.

Community Corp is an Equal Opportunity Employer.

Please email your resume to: accthr@communitycorp.org