



Resident & Community Services Manager **Position Announcement**

Division: Resident and Community Services (RCS)
Supervisor: Director of Property Management and Resident Services
Status: Full-time; Non-exempt

ORGANIZATIONAL BACKGROUND

Cabrillo Economic Development Corporation (CEDC) is a community development corporation serving Ventura and Santa Barbara Counties. CEDC's core program areas are: development and construction of rental housing and for sale housing for very low and low income households; homeownership education and counseling; property management; and community building and neighborhood revitalization. The CEDC was founded in 1981.

CEDC Resident Services Philosophy

CEDC's philosophy is that residents, especially those with special needs or other mental health diagnoses, thrive in independent living situations when a comprehensive and coordinated service safety net exists. To remain true to its mission, CEDC is making an in-house social work professional part of the fabric that defines RCS.

THE POSITION

The Resident & Community Services Manager position provides general information, referral, and linkages to community resources and coordinates educational workshops and community-building activities for residents of CEDC's portfolio properties. This position requires a motivated and resourceful individual who is sensitive to residents' needs and has experience working with diverse, very low-income populations, including veterans, older adults, formerly homeless adults and families. Also requires strong listening and interpersonal skills, prioritizing tasks, coordinating multiple projects while having attention to detail. The RCS Manager must demonstrate an ability to effectively work individually and as a member of a high performing team and share the coaching responsibility of the Coordinators with the Director.

CEDC seeks a hands-on professional to assume a full time Resident & Community Services Manager position in Ventura County. The RCS Manager will provide support to a diverse group of RCS Coordinators, residents, will work with other staff to assist with outreach and special events, and will lend technical expertise to Property Managers. The RCS Manager will work closely with Property Management and other CEDC departments. The RCS Manager will focus on assisting coordinators and residents to be successful in CEDC housing and in improving their economic stability. The RCS manager will provide information and referrals focused on housing success, crisis intervention, employment, education, and health and safety. The RCS Manager will follow-up on notices given to residents and work proactively to decrease the number of notices that result in evictions.

MAJOR DUTIES AND RESPONSIBILITIES

Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. Responsibilities and duties include, but are not limited to the following:

- Coordinate leadership skills development and activities to increase skillset of RCS Coordinators and residents,
- Provide daily support and guidance to RCS Coordinators
- Work with Director and other CEDC departments to collect service and resident related data to inform

future planning, fund development, and partnerships.

- Conducting intake, orientation and needs assessments of residents; constructing appropriate customized services plans that identify the services and benefits that best fit their needs
- Engaging in a community assessment process that identifies community assets and local community partners
- Developing ongoing cooperative network of government and social service agencies
- Contacting and provide referrals to outside agencies, as needed
- Provides direct services such as information, referrals, and linkages to community resources and government programs
- Plans and coordinates on-site educational activities that may include, but not be limited to, the following topics: lease and house rules; independent living; health and wellness; home safety; home maintenance; personal safety; disaster preparedness; greening; green living and neighborhood projects
- Facilitates support groups and resident leadership and empowerment activities, including the establishment of a Resident Council, if needed
- Providing direct services such as crisis assistance, case management, information and referrals and translation assistance
- Serving as an advocate and liaison for residents with service agencies
- Planning on-site activities
- Maintaining complete resident files on all work performed, including intakes, needs assessments, service plans, critical events, referrals and outcomes
- Organizing and facilitating resident meetings.
- Assists with conflict mediation and resolution amongst residents
- Providing professional communication and leadership in a variety of meeting and/or presentation settings
- Completing and maintaining service reports, grant reports, activities budgets, program files and all relevant paperwork for the properties with services.
- Designing and providing programs that promote good health, positive social development and independent living
- Provides and/or coordinates translation and interpretation services
- Performs health and wellness checks as needed
- Works with Property Management to promote housing stability

REQUIRED WORK EXPERIENCE:

- Minimum of five years' experience or a Bachelor's degree in social work, sociology, or a related field

Preferred Qualifications:

- Experience working in a Permanent Supportive Housing environment
- Familiarity with the resources available in the neighborhood and surrounding neighborhood of the work site
- Prior experience measuring program outcomes

EDUCATION

Bachelor's degree in social work, sociology, or a related field

KNOWLEDGE, SKILLS & ABILITIES:

- Bilingual and biliterate (English/Spanish)
- Strong background in working with low-income individuals, individuals with special needs, addiction, mental, physical and developmental disabilities

- Knowledge of community resources, services and public benefits
- Group facilitation, conflict resolution and mediation skills preferred
- Ability to work in collaborative and productive partnerships with staff, property managers and residents to implement assistance and programs at the properties
- Computer skills, including MS Word, Excel, PowerPoint, Outlook, Internet
- Ability to work independently
- Ability to take initiative in problem solving and possess analytical skills
- Ability to communicate clearly and effectively, both orally and in writing
- Ability to create opportunities for networking with other service providers
- Ability to develop and maintain a resource database
- Ability to recruit and manage community volunteers
- Ability to develop and support resident leadership and participation in programs and activities

SALARY & BENEFITS

Other benefits include paid time off, specific paid holidays and an opportunity for enrollment in a 403(b) retirement plan.

All qualified persons are encouraged to EMAIL or FAX their Résumé to:

Human Resources
Resumes@cabrilloedc.org
Fax: (805)620-9294

CEDC IS AN EQUAL OPPORTUNITY EMPLOYER.