HACE MANAGEMENT COMPANY
Job Description

Position: Resident Services Manager

Reports To: Property Manager

A. General Responsibilities

The Resident Services Manager is responsible for the direct provision and coordination of support services for residents at the development(s) to which he/she is assigned. The Resident Service Manager works as a member of the development's management team in close partnership with the Assistant Site Manager. The Resident Services Manager reports to the Property Manager. Programmatic support is provided by the Property Manager. It is the responsibility of the Resident Services Manager to ensure that the needs of the residents are balanced with the priorities and standards of the HACE Management Company (HMC). Due to the nature of the position, occasional evening and week end hours may be required.

B. Specific Duties

1. Direct Services

   b. Implement Support Service Plan for the property under the supervision and direction of the Property Manager.
   c. Coordinate the delivery of services, case management and/or crisis intervention services with the residents.
   d. Provide personalized case management for each resident.
   e. Ongoing assessments of individuals and families as referred by the Assistant Site Manager, self or community agency.
   f. Information, referral and case management services as needed.
   g. Ongoing outreach services to identify residents in need of services, recruit volunteers, identify program and service gaps.
   h. Develop and coordinate social, recreational and educational programming for all residents.
   i. Provide for the development or continuation of resident associations.
   j. Provide follow up interventions to incidents reported by management staff.
   k. Provide support to any resident(s) operating any programs on the site.
2. **Administrative Tasks**

   a. Develop a network of support and social service agencies and disseminate information to Assistant Site Manager and other HMC staff.
   
b. Identify and apply for funding for new and expanded programs identified by resident assessments and/or HMC.
   
c. Maintain all necessary information regarding services to residents in the development.
   
d. Assist Assistant Site Manager with resident related activities including newsletter.
   
e. Prepare reports on support service activities and serve as a liaison with non-profit organizations, Pennsylvania Housing Finance Agency (PHFA), US department of Housing and Urban Development (HUD), Redevelopment Authority of the City of Philadelphia (RDA) and other governmental reporting agencies as required. Submit monthly reports to HMC and HACE as required.
   
f. Attend site staff and HMC meetings as required.

3. **Community Tasks**

   a. Develop collaborative relationships and linkages necessary in the community to access the resources and services available to the residents. Act as a liaison to the local human service system.

4. **Special Projects**

   a. Prepare and participate in additional and/or special projects as required from time to time by HMC and/or the owner.

**Minimal Position Requirements:**

- Bachelor’s Degree with five (5) years of social work experience.
- Experience in community development work preferred
- Computer skills: WordPerfect, Microsoft Word
- Knowledge of Business English, Spelling, Arithmetic, Office Procedures.
- Ability to exercise good judgment.
- Must possess pleasant appearance and mannerisms, excellent telephone skills
- Must be a self-starter requiring little, if any, supervision.
- Bilingual/Bicultural (English/Spanish) preferred.