HACE MANAGEMENT COMPANY
Job Description

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<td>Social Services Manager</td>
<td>HACE President and Property Manager</td>
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A. General Responsibilities

The Social Services Manager is responsible for the development and coordination of support services for residents at the development(s) to which he/she is assigned. The Social Services Manager works as a member of the leadership development's team in close partnership with the Assistant Site Managers in implementing initiatives developed by HACE/HACE Management Company. The Social Services Services Manager reports to the President of HACE with a dotted line to the HACE Property Manager. It is the responsibility of the Social Services Manager to ensure that the needs of the residents are balanced with the priorities and standards of HACE and HACE Management Company (HMC). Due to the nature of the position, occasional evening and weekend hours may be required.

B. Specific Duties

1. Direct Services

   a. Develop Service Plans for the assigned property/portfolios and supervise and direct these plans to assure success from start to finish.
   b. Develop and implement Support Service Plan for the property under the supervision and direction of the President and the organizations priorities.
   c. Supervise and direct the delivery of services, case management and/or crisis intervention services with the residents and subordinates.
   d. Provide personalized case management for each resident at Somerset Villas.
   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 coordination of 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 including Multi-Family locations.
   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 subordinates, HACE Partners and resident(s) operating any programs on the site. This will require someone well organized.

2. **Administrative Tasks**

   a. Develop a network of support and social service agencies and disseminate information to Resident Services Managers, Assistant Site Managers and other HMC staff.

   b. Identify and apply for funding for new and expanded programs identified by resident assessments and/or RSSM (Resident Support Services Manager) and HMC.

   c. Maintain all necessary information regarding services to residents in the development.

   d. Assist Resident Services Managers and 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.

   b. Assist in the creation of a summer youth program

   c. Assist in the creation of a head-start or day care for residents who need child care assistance.

   d. Any other duties as assigned

**Minimal Position Requirements:**

- Masters with five (5) years of social work experience or comparable field work.
- Experience in community development work preferred
- Computer skills: Micro-Soft Applications
- Knowledge of Business English and Spanish, 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) is a must.