

**Resident Services Director  
Job Description**

**Position Purpose:** Develop, coordinate, implement and evaluate all program functions of the Revere Housing Authority (RHA)

**Reports to:** Executive Director

**Positions Supervised:** Mixed Population Coordinator; Interns/Volunteers

**Salary:** \$55,000-\$60,000

**Primary Responsibilities:  
Program**

- Develop and implement a year-round program schedule to include scheduling of programs for all residents at the RHA State and Federal Properties
- Develop and implement comprehensive program activities in the areas of technology, ESL, education, employment, academic achievement, social/recreational, health, arts/culture, leadership development, substance abuse education and prevention, civic engagement, and economic development for the continuum of ages that utilize the center.
- Plan and carry out social opportunities to connect with neighbors in and outside the development.
- Plan and implement activities year-round, including school vacation weeks, summer, holidays, etc.
- Work to market all programs via newsletter, newspaper, flyers, and cable as needed.
- Help identify, develop and coordinate implementation of programs at the RHA through community partnerships with area schools, colleges, area organizations such as the YMCA, YWCA, Metro-Housing Boston (MHP) local banks and area businesses and other community organizations which can enhance quality of life for RHA residents and program participants.
- Identify individual, family and community service needs of residents and offer appropriate referrals
- Developing strategies to link residents with needed programs, including assisting them to overcome various barriers that might impede access to those services
- Building community participation and involvement in service programs offered.
- Actively work with the RSM in setting and accomplishing the goals of the center
- Identifying additional resource and funding opportunities to respond to emerging needs and interests of residents
- Coordinate and supervise all functions of the drop-in program, including school vacation activities.
- Work closely with local colleges and local organizations to recruit program volunteers and interns
- Build and Maintain working relationships with service provider partners, contractors and providers to develop an integrated system of education and technology, workforce, employment and economic development, youth recreation and diversion, and family support services to support the continued and long-term success of families residing in the development.
- Manage all aspects of the Family Self-Sufficiency (FSS) program including home-ownership program and completion of annual application and grant renewal process

- Develop a comprehensive understanding of resident needs and issues (conduct needs assessments, community meetings, etc.) offer residents the opportunity to assist their community and guide them towards appropriate services and resources.
- Develop and maintain a comprehensive list of resources (employment, education, social service agencies etc.) available in the community for residents' benefit.
- Collect information and document incidents for potential follow-up by property staff and/or residents involved.
- Perform other duties related to the Resident Service Program as directed by supervisors.

### **Administrative**

- Maintain accurate records and contact information for all participants, including children and adults.
- Prepare and submit monthly (program, events, demographics) reports to the Center Director.
- Work closely with the Executive Director on seeking out and responding to grant/funding opportunities.
- Work closely with the Executive Director on the development and dissemination of a consistent program schedule.
- Train and supervise program staff, volunteers and college interns.
- Attend and participate in networking opportunities that will enhance and further the mission and purpose of the RHA.
- Maintain all grant related files and documentation in preparation for reporting and evaluation.
- Maintain vendor files for recreation programming, such as bus companies, entertainers, caterers, field trip sites, etc.
- Work towards the production of the monthly newsletter, including submitting articles and coordinating the participation of the youth. Maintain file on all newsletters.
- Maintain inventory of equipment, supplies and other necessary materials; submit purchase orders to Executive Director for approval in a timely manner.
- Inform the Center Director, Center Coordinator and maintenance of potential safety hazards or actual incidents.
- Inform the Center Director of any required intervention between residents and RHA.
- Work to prepare activity room for events, to include table set-up, hosting, food preparation, clean up before and after the event.
- Submit expense requests to the Center Director, submit all receipts in a timely manner to the Center Director for monthly reconciliation.
- Positively promote the RHA in the community and within the complex.

### **Knowledge, Skills and Abilities:**

- Effective communicator with ability to engage a range of stakeholders in writing and verbally.
- Ability to plan, organize and facilitate the scheduling of multiple programs and providers.
- Ability to produce documents and reports that meet specified standards and time frames.
- Experience writing grants and seeking grant funding opportunities.
- Self-directed with the ability to prioritize and multi-task.
- Ability to maintain positive relationships with a wide variety of program participants, providers, stakeholders and staff.
- Must demonstrate a commitment to recognizing residents' knowledge and experience as a valuable resource.

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- Able to motivate individuals and groups to actively participate and take leadership in efforts to increase self-determination.
- Able to accurately identify/assess resident assets and needs in order to connect them effectively to resources and help them set personal goals.
- Able to effectively facilitate meetings and community gatherings.
- Must demonstrate a high level of verbal, writing and listening skills.
- Literate with technology and software (Word, Excel, PowerPoint, etc.) website development and social media.
- Ability to represent the Revere Housing Authority at various community events and task forces.
- Ability to identify resources, including funding opportunities to support the work of the Revere Housing Authority.
- Accurate and timely record keeping.
- Common sense, flexibility and a sense of humor.
- Passion and personal interest in working with people and providing assistance.

### **Education and Experience:**

- Ideal candidate will have at a minimum a B.A. in management, (Master's Preferred) social work, education or related fields. Relevant experience can be substituted for education.
- Experience working in community partnerships and organizations on projects that require multi-agency coordination.
- Knowledge of the Boston/ Suffolk County area community a plus.
- Knowledge and experience working with organizations serving the following populations: youth, families, seniors, immigrants, unemployed, people with substance use, mental health related issues, physical and learning disabilities.

**Contact Information:** Please submit a cover letter and resume to Carlos Lopez, Executive Director, Revere Housing Authority, 70 Cooledge Street, Revere, MA 02151. RHA is an Equal Opportunity Employer/Affirmation Action Employer