**JOB ANNOUNCEMENT**

**Resident Services Manager – RAD**

# Organization Overview:

Community Housing Partnership’s mission is to help homeless people secure housing and become self-sufficient.  Community Housing Partnership is an outcome focused nonprofit that fulfills its mission by developing and managing high quality supportive housing and providing services to homeless individuals, seniors and families to help them rebuild their lives and break the cycle of homelessness. At CHP, we believe that – given the right support – all people possess the capacity to achieve a high degree of self-sufficiency. Community Housing Partnership is financially stable with an annual operating budget of approximately $31 million.

**Position Overview:**

Community Housing Partnership seeks a creative, systems-oriented, and highly organized professional to oversee programming and residential support services for a mix of formerly homeless families and single adults in San Francisco. This is an exciting opportunity to play a leadership role in developing and implementing programming and linkages to assist residents in achieving self-sufficiency. The Resident Services Manager (RSM) is responsible for management of the day-to-day operations of a Resident Services office in property serving seniors and disabled adults that CHP assumed from the San Francisco Housing Authority as part of the RAD conversion. The Resident Services Manager will supervise the Resident Services team at two-to-three sites, assist with program development and implementation, operations, budgeting, contract management, reporting, training, and crisis management. Additionally, this position will play a leadership role in new agency wide initiatives. The ideal candidate has proven leadership in managing organizational change, has in-depth knowledge on evidence based practices to serve formerly homeless individuals and has demonstrated outcomes in increasing client self-sufficiency through engaging skills-based programming. This is an exciting opportunity to join an organization that is considered one of the best supportive housing providers in the country, and to play a key role in creating a data-driven, outcomes focused replicable model of service delivery for formerly homeless individuals and families.

**Essential Functions:**

Site Based Leadership

* Provide supervision to site Resident Services staff in accordance with CHP supervisory and personnel policies including hiring staff, conducting evaluations, assisting staff during crises and rapidly responding to all emergency situations, facilitate staff meetings, multi-disciplinary coordination meetings, resident community meetings, and case conferences.
* Maintain a creative, inclusive, and cooperative environment for staff and use a constructive process in dealing with challenges, decisions, and policy-making that respects the rights of staff and residents.
* Work in collaboration with Housing Operations and Clinical Services staff to support residents with housing retention and increased self-sufficiency.

Project Management and Program Development

* Oversees the implementation, and provision of programming for formerly homeless single adults and families using evidenced based practices.
* Provide continual quality assurance around data collection, reporting, and documentation.
* Ensure that the goals and objectives developed for each site are achieved in fulfillment of all contracts and grants, and in accordance with CHP’s mission, culture, and strategic plan.
* Provide support and coverage to other sites as needed.
* Additional duties as assigned by the Director of Resident Services or Director of Clinical and Strategic Initiatives.

**Qualifications:**

* Minimum four years’ experience providing direct services with formerly homeless individuals and/or within a housing based setting.
* Minimum two years of supervisory experience.
* In-depth knowledge of supportive housing, housing first, trauma-informed, and harm reduction principles.
* Proven ability to develop linkages among social service delivery systems and community-based resources.
* Strong written, critical thinking, and interpersonal communications skills.
* Proven ability to manage multiple programs and projects simultaneously.
* Demonstrated experience in curriculum development and program development/implementation for individuals with behavioral health challenges.
* Excellent computer skills (Outlook, MS Word, Excel, Salesforce or other cloud based database).
* Experience with facilitating meetings, organizing events, and community organizing.
* Experience in program reporting, budgeting, finance, evaluation and quality assurance.
* Demonstrated commitment to social justice.
* Must be able to move, bend, lift, carry, push, pull, and place objects weighing up to 25 pounds without assistance. Stand, walk or sit for an extended period or for an entire work shift.  Requires repetitive motion, including utilizing telephone/computer for an extended period or for an entire shift.
* Desired qualification: Fluency in Spanish/Mandarin/Cantonese/Russian a plus.
* Valid phone number required.

**Required Education, Credentials & Licensure:**

* Bachelor’s degree in a behavioral science (social work, psychology, clinical psychology) required. Master’s Degree/Clinical license preferred.

**Supervisory Responsibility:**

* Supervises site-based Team Leads (1 per site) and site-based Residential Counselors (1-3 per site).

**Position Details:**

* Location: Tenderloin, San Francisco
* Full-Time / Exempt status
* Hours: Monday-Friday with some evening, weekend, and on-call coverage
* Reports to: Director of Resident Services

**Compensation & Benefits:**

* Salary commensurate with experience. CHP provides an excellent benefits package including 100% employer paid employee health, dental, vision, life & disability insurance; commuter benefits, 403(b) investment opportunity; Employee Assistance Program, paid training, paid vacation, 13 paid holidays and sick time.

**Application Process:**

To apply for this position, please submit a cover letter and resume to: <http://www.chp-sf.org/about/apply-for-job-opportunities/>

Resumes without a cover letter will not be considered. Due to the number of applications we receive, we are only able to respond to candidates selected for interviews.

**Equal Opportunity Employer:**

*Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records. Community Housing Partnership is an Equal Opportunity Employer without regard to formerly homeless people, race, color, creed, gender, gender expression, gender identity, religion, marital status, registered domestic partner status, sex (includes pregnancy, childbirth, breast feeding, and related medical conditions), sexual orientation, age, veteran status, national origin or ancestry, political affiliation, physical or mental disability, medical condition including genetic characteristics, or any other consideration made unlawful by federal, state, or local laws. Community Housing Partnership hiring policies require a background check for all applicants working directly with at-risk populations.*