



**SPECIAL PROJECTS COORDINATOR
YWCA APARTMENTS
JOB DESCRIPTION**

PROGRAM: YWCA Apartments
STATUS: Non-Exempt, Full Time with a 2-year term, full benefits
SCHEDULE: Full-time (40 hours/week)
HOURLY RATE: \$25.15 - \$27.00/hr
LOCATION: YWCA San Francisco (940 Powell St, San Francisco CA 94108)

About YWCA San Francisco & Marin

YWCA of San Francisco & Marin was founded in 1878, and is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. Our association specializes in affordable housing and economic empowerment of women. We are located in both San Francisco Chinatown and Marin County (San Rafael). Annually we serve over 2000 people in our community, and our programs include HUD-subsidized apartments for seniors and disabled, employment support for mature women, San Francisco Food Bank pantry site, computer learning centers, advocacy for women and racial justice issues, and the Marin Women’s Hall of Fame.

About the YWCA Apartments

We believe that everyone should have a place to call home. That’s why we provide safe, clean and affordable housing to low-income seniors and people with disabilities in San Francisco. In this city that’s becoming more unaffordable every day, our seniors can rest assured that they’ll never pay more than a third of their income on rent – and they don’t have to fear being ‘pushed out’ in their old age. Seniors here live in a safe, stable and comfortable environment, where they are treated with the dignity and respect they deserve. YWCA provides affordable housing, a well-maintained building, and connections to supportive services within the community that help residents age in place for as long as they are able.

The YWCA Apartment building was designed by noted female architect, Julia Morgan. The renovated building has been designated a San Francisco Historical landmark and a National Monument of Nob Hill. The project is a HUD (Section 202/8) subsidized housing facility for low income elderly, 62 years of age and older, and people with disabilities that require the features of the accessible units in order to be housed. The building consists of 97 unfurnished units: 73 studio units and 24 one-bedroom units. Residents are required to be able to fulfill the terms of the lease on their own in order to live on the property, similar to how an independent living facility is structured.

Culture

YWCA San Francisco & Marin believes in the philosophy of self-managed teams, and as such all team members take greater responsibility for both their individual and team performance than in a traditional organizational structure. We also believe in “best in class” programmatic performance, which means that all programs should operate on a high level of efficiency, meeting measurable targets for excellence that can be benchmarked against external organizations, and ensuring that they are continuously improving. Finally, we believe in a culture of transparency and compassion, which means that in all of our interactions with each other and the people we serve, we are genuine in our desire to meet needs in all ways that are feasible, we communicate clearly and immediately about things we can and cannot do, we assume the best intentions of others and we take care of each other in our work and otherwise.

Position Overview

The Special Projects Coordinator is a full time with 2-year position that will enable rapid process improvement for a highly committed staff team that is providing the direct service of housing management. As a team we envision a program that doesn't just meet the needs, but is as efficient, effective and well-documented as possible – allowing us to deepen our impact and excel as a “Best in Class” housing program.

The person who will excel in this role will have a clear passion for two things: being part of a team and delivering great work on mission-critical projects and objectives. You'll be a thinker and a doer, with the energy to focus on many details and the vision to see projects through to long-term adoption and easy implementation. You'll dive right in as a member of the team, “rolling up your sleeves” to get work done. You'll be highly organized and able to balance competing priorities, have demonstrated project management experience, approach challenges with flexibility and a positive attitude. You'll be well-rounded with solid people skills, a collaborator, and – most importantly – are passionate about doing ethically sound, high-value work within the affordable housing world at a social justice organization.

The three core responsibilities of this role are:

- Manage process improvement and change initiatives from end to end that lead to increased efficiency, effectiveness and ease of operations for the Apartments team and the residents we serve.
- Work with Apartments Team staff to develop and define the challenges to systems and operations, identify the appropriate solutions, digitize/automate/streamline processes as much as possible, and document operations in an incredibly easy to follow manual to allow for better legacy planning within the organization.
- Jump in with everyone else on the Apartments team on non-project work as needed in areas where the team collectively covers responsibilities – for example, ensuring the front desk is covered when someone calls out sick,

responding to an emergency call, keeping our common spaces well cared for, group brainstorming on an unplanned challenge on behalf of a team member who needs creative input from others, etc

Qualifications

- A passion for the mission of the YWCA and ensuring that the good that needs doing in the world is being done as best as we possibly can
- 3-5+ years of hands-on change/transition management, project management, and/or consulting experience
- A strong sense of the good of the team and an ability to work dynamically with other staff to ensure the entire program is able to meet its goals and provide best in class services
- Proven experience driving user adoption and acceptance within technology-based change initiatives
- An innate ability to proactively discover and anticipate both problems and opportunities, and use good judgment to find proactive solutions for their resolution
- A strong disposition towards transparent, clear and consistent communication that empowers the customer while ensuring the processes are properly adopted – a living embodiment of our mission of “ensuring peace, justice, freedom and dignity for all”
- A willingness to look at problems collaboratively, from multiple perspectives, and reassess any given norm or proposed solution until we collectively find the thing that meets the most needs in the best way
- An ability to dig deeply into complex policy, ensure its complete and fully accurate application in the work it impacts, and then the further ability to boil this information down into understandable concepts for an individual who is not experienced in said policy
- An approach to documentation and operating manuals that gets all of the nitty gritty while still remaining user friendly and at least a little bit fun – that makes you want to turn the page to learn the next step, that doesn’t make you hunt and peck for the answers you need, that combines words and visuals in a way that is stimulating and has a sense of good humor
- Cantonese language abilities a plus, though by no means required

Reporting Relationship

This position is supervised by the COO, and collaborates with the Apartments staff team to make sure there is input and group collaboration on every step of each project.

Benefits

YWCA San Francisco & Marin offers a competitive benefits package in addition to market-rate salaries. The Employment Trainer will receive medical, vision and dental covered at 100% of cost, 80 hours of PTO annually (with more hours after hitting 2 and 5 year tenure marks), and 11 paid holidays. Furthermore, the YWCA invests in the growth of all employees with customized professional development plans and training

opportunities throughout the year, both external and through YWCA USA. Finally, all employees of the YWCA have the opportunity to contribute meaningfully to a national movement for social justice and a powerful mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

How to Apply

Please submit your resume and a thoughtful cover letter to jobs@ywcasf-marin.org, with the job title in your email header.

YWCA San Francisco & Marin is proud to be an Equal Opportunity Employer.