



About The Kelsey

Based in San Francisco, operating nationally, we are a team of people with and without disabilities creating a disability-forward housing future. This means that we create housing solutions that center on disability access, inclusion, and equity and which open doors to more affordable homes and opportunities for everyone. We have 240 homes in our pipeline and lead policy, advocacy, and field-building initiatives to support market conditions to make inclusive housing the norm.

All new and existing team members are expected to embody our values in their everyday work:

- **Disability-Forward:** We bring our lived experiences as disabled people and allies to everything we do. We seek to create spaces where disability is a valued part of human identity and communities. We center access, practice interdependence, and value diversity.
- **Intentional:** We are thoughtful, curious, and deliberate. We deeply understand the systems impacting our work and willingly learn new strategies needed to advance our mission.
- **Joyful:** We value joy even as we undertake serious work and challenges. We create space for ourselves and our partners to experience community, fun, purpose, and happiness.
- **Radically Inclusive:** We are welcoming, care-centered, and accepting. We practice hospitality and foster belonging for all people in our community and networks, across their many identities and ideas.
- **Groundbreaking:** We pave new ways to understand and approach the work we do, unconstrained by status quo and stigma. We transparently and willingly share our knowledge with others to make more impact possible and open new opportunities.

About the Role

Inclusion Concierge staff are a key feature of The Kelsey. They deliver programming to residents, support the community within the building and into the surrounding area, and help connect residents with disabilities to essential services, activities, and other needs outside the building. They are part of the community and play a daily role in fostering inclusion, supporting a quality resident experience, and promoting connections between neighbors. Inclusion Concierge team members are a valuable amenity for all our residents, with and without disabilities, and provide key housing-related services such as housing retention for our residents with disabilities. Inclusion Concierge staff play a key role in bringing the community together.

Inclusion Concierge

We are hiring a full-time Inclusion Concierge team member to join our growing resident services team. This is a 40-hour-per-week role, including rotating Saturday shifts. Additional details about the work schedule will be shared with applicants selected for an interview. **This Inclusion Concierge will live within the community and reside at The Kelsey Civic Center housing community in a fully paid apartment home in San Francisco, California.**

For this role, you will:

- Create welcoming community
 - Cultivates community engagement by collaborating with residents and neighbors, both encouraging and actively participating in local community events to foster a strong sense of integration and support within the neighborhood
 - Interact with all residents and guests in a way that spreads joy, welcomes diversity, and fosters connection
 - Greet residents and guests
 - Help identify good potential organizations for residents who want to volunteer in the surrounding community
 - Maintain ownership of the process of resolving resident and guest complaints in a timely manner, consulting with Senior Manager of Resident Services where needed on complex cases.
 - Create a culture that supports and adheres to Fair Housing, Equal Employment, and Equal Housing Opportunity requirements
 - Create and own local amenity lists and (when possible) obtain bulk discounts on nearby amenities like gyms, transit, food shopping, household items, restaurants, outdoor activities, salons, and services
 - Monitor and secure the lobby
- Support high-quality, effective services
 - Develop a comprehensive understanding of residents (conduct needs assessments, community meetings, etc.) in order to be able to offer residents the opportunity to assist their community and to guide them towards appropriate services and resources
 - Connect residents to desired supports and service providers, programs, and agencies
 - When other services are not available, may deliver direct services
 - Provide welcome materials and community orientation for all residents
 - Facilitate provider, partner, and contractor check-ins and check-outs and cultivate relationships with the resident and company's preferred vendors
 - Establish and nurture relationships with residents and support well-being checks to ensure the health and safety of residents who provide consent or at the request of family or friends
 - Assist residents in instances where there is an interruption in services, desire to secure new service providers, or need to adjust services

Inclusion Concierge

- Promptly answer, record, and complete all resident requests, phone calls, questions, or concerns
- Provide crisis intervention services, collaborating with mobile crisis and law enforcement, where needed.
- Effectively interface with emergency personnel when emergencies such as medical emergencies arrive.
- Maintain confidentiality of proprietary information and resident identification and ensure HIPAA compliance
- Exercises and models professional boundaries to support rapport building, while maintaining a professional relationship
- Effectively utilize internal technological tools for communication, documentation and reporting (ie: Asana, Slack, Google Suites)
- Program for Inclusion
 - Organize and implement regular Inclusion Hours (inclusive community events welcoming to people with and without disabilities) within The Kelsey and the surrounding community
 - Support residents to generate ideas and implement community events
 - Provide knowledgeable and comprehensive information about the surrounding areas
 - Facilitate Circles of Support, neighbor-to-neighbor connections, and other unpaid inclusive community supports for residents to support an inclusive, self-supporting community
 - Initiates innovative ways to bring value and joy into the community
- Support/Coordination with the Property Management Team
 - Coordinates with the property manager to ensure housing stability needs are being met
 - Supports with marketing, unit tours, resident application support needs, and other duties as required to provide a resident-centered lease-up process
 - Supports residents with the annual recertification process

Within the first 3 months, as an Inclusion Concierge, you will support each phase of the resident journey to create the most positive resident experience possible. You will also support the co-development of service implementation, build relationships with local partners, and foster the relationship with the onsite team.

Within the first 6 months, you will feel comfortable, empowered, and well-versed about The Kelsey's mission and approach to speak to potential partners who are just learning about our work. You will deliver programming to residents, support the community within the building and into the surrounding area, and help connect residents with disabilities to services, activities, and other needs outside the building. You would be able to outline

Inclusion Concierge

the benefits of the Inclusion Concierge program and share why it is important to any building that is going to be considered a disability-forward living environment.

About You

We're looking for someone with the passion and drive to make an impact, be innovative, and collaborative in creating a disability-forward future. Ideal candidates will combine social service expertise with a passion for social change in housing. This role would be great for someone who has a disability-forward mindset, and who feels fulfilled by genuine dedication to understanding and meeting the needs of others.

The key traits that are most important in this role are:

- Sensitive to/experienced with the communication (and other) needs of people with disabilities or willingness to learn
- Knowledge of crisis prevention, intervention, goal, and resolution techniques; match such techniques to particular circumstances and individuals
- Finds delight in identifying neighborhood/community resources; a natural connector between people and service systems
- Deep understanding of delivering human services
- Experience in working with external partners and willingness to advocate for the needs of future residents
- Ability to quickly develop rapport with a diverse group of individuals, adjusting approaches in respect to individual needs and diverse backgrounds that utilizes principles of diversity, equity, inclusion, and belonging (DEIB)
- Demonstrates a strong ability to deliver person-centered services while maintaining a high level of confidentiality, professional boundaries, and necessary compliance
- Commitment to delivering resident services with social justice lens and an understanding of systemic barriers that impact housing security of residents of diverse backgrounds and identities

We need people with and without disabilities from diverse backgrounds, lived experiences, and skill sets to live out our mission at The Kelsey. We strongly encourage people who have felt the impacts of the nation's housing crisis to apply. This includes but is not limited to people most impacted by racism, ableism, homophobia, transphobia, xenophobia, classism, and other forms of oppression.

www.thekelsey.org

Inclusion Concierge

Even if you don't meet these traits 100%, but are aligned to The Kelsey's values, please feel free to apply. We will be recruiting for similar positions in the coming months.

Please note that you must be authorized to work in the United States.

What We Offer

The base salary for this position is \$68,640. We offer benefits such as robust health coverage, vacation, and family leave.

The Application Process:

1. Please fill out this [application form](#). It consists of a few questions to gauge whether you meet the key traits listed above. We are reviewing applications on a rolling basis.
2. We will schedule interviews starting the week of **January 13th**. We'll be evaluating everyone for the qualifications listed in the job description and values fit. We want to see you at your best and fairly assess the candidates, so we'll tell you our interview questions in advance!
3. For candidates that make it to the final round, we'll ask you to spend 2 hours on an assignment related to the role. We aim to extend a final offer for this role in early February.

If you have any access needs or accommodations for the interview process, please don't hesitate to email us at molly@thekelsey.org. Requests will have no impact on the selection process.