



Job Type: Senior Management

Organization: Homeowner's Rehab Inc.

Contact Phone: 617-868-4858

Address: 280 Franklin Street
Cambridge, MA 02139

Position: **Director of Resident Services**

Essential Functions:

The Director of Resident Services is responsible for setting and implementing strategy.

- Direct, oversee and report on achievement of all strategic and measurable objectives associated with Resident Services in the HRI Strategic Plan
- Collaborate with Executive Director and other senior staff to create and implement a fundraising strategy for priority resident programs and services
- Negotiate and oversee third party contracts and manage towards the desired outcomes
- Prepare and manage Resident Services budget
- Based on industry best practices and data from HRI residents and programs, identify opportunities for expanding or implementing new resident services programs, and work with the Resident Service team to define how they can be implemented
- The Director of Resident Services reports to the Executive Director
- The Director of Community Engagement reports to the Director of Resident Services

Job Requirements:

- Minimum 5 years with resident service programs, including management experience and demonstrated success working with property management partners
- Minimum of bachelor's degree with a focus in social work, human services, public health, or community development. Master's degree in related field, a plus
- Proven experience building trusting relationships across race, ethnicity, class, and generation
- Demonstrated ability to work independently and as part of a team, committed to the larger whole
- Responsible, self-motivated, and able to carry out and prioritize multiple ongoing projects



- Ability to collect, track and understand data to assess programs and partnerships and inform strategies
- Skillful organizer with demonstrated initiative for problem-solving
- Capable of building and maintaining positive relationships with a wide variety of stakeholders, including but, not limited to: residents, senior staff, volunteers, interns, and community partners
- Operate in a timely manner, with consistency and a high level of integrity and professionalism; provide excellent customer service to residents and partners
- Genuine enthusiasm for meeting, motivating, and involving people in community activities and developing collaborative community and municipal partnerships.
- Knowledge of federal, state and local policies affecting housing a plus

Employee Benefits

- Health Insurance: no health insurance premiums are charged to employees; employee pays 25% of deductible.
- Life Insurance & ADD: up to a maximum of \$75,000.
- Short Term and Long-Term Disability: based on 60% of current salary, with typical restrictions on duration of claims.
- 403(B) Retirement Plan
- Flexible Spending Plan: pre-tax account for health care purchases.
- Pre-Tax Commuter Deductions: for MBTA Train, Bus and/or Rail expenses.

Homeowner's Rehab Inc. is an equal opportunity employer committed to ensuring diversity in its workplace, and candidates from diverse backgrounds are strongly encouraged to apply.

Application Instruction:

Send a cover letter and a copy of your resume to jdeignan@homeownersrehab.org. We are an Equal Opportunity Employer and consider qualified applicants for employment regardless of expression, age, color, religion, disability, veteran status, sexual orientation, or any other protected class.

About HRI

Homeowner's Rehab, Inc. (HRI) is a private non-profit organization founded in 1972. With an initial focus on homeownership, HRI has strived to support mixed-income communities, rich in ethnic and racial diversity. Over the past 25 years, HRI has shifted its focus from homeownership to include rental properties as a means to create new opportunities for households that cannot compete in Cambridge's housing market. To date, HRI has developed more than 1,500 units of housing, owns more than 1,330 apartments, and 55,000 square feet of commercial space in Cambridge.



About Residents Services

Since 2005 HRI has operated a Resident Services Program tailored to the needs and interests of residents, with the goal to improve residents' quality of life and access to opportunities. Resident input plays a large role in determining the scope of our programs. We focus on identifying and addressing residents' diverse needs and providing appropriate support and information. Working both directly and through our management company, we offer a wide range of workshops, programming and assistance, including financial coaching, college/university preparation, senior services such as on-site meals and exercise programs, excursions, legal assistance, youth development programs, food distribution, resident mediation, and assistance with referrals/applications to relevant organizations, along with Individual Development Account programs, an annual Scholarship Program, computer learning centers, a Lending Circles program and farmers markets.

In 2018, the Board of Homeowner's Rehab increased its strategic focus on Resident Services. This includes a greater focus on resident data to be collected by the management company and used to inform HRI about program needs and effectiveness; the separation of Resident Engagement functions from Resident Services per se; and the creation of a new Director of Resident Services position.