



## Director of Resident Services

**Job Type:** Senior Management

**Organization:** Homeowner's Rehab Inc.

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### Job Description:

**Position:** Director of Resident Services

### 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.

### **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
- Monitor implementation of the management company's Connected Communities data system and the achievement of site level goals by the management company's RSCs
- Negotiate and oversee third party contracts and results
- By the 2020 budget cycle, review 2018 decision to continue delivery of services through the management company
- Prepare and manage RS budget
- Create and implement a fundraising strategy for priority resident programs and services
- Facilitate collaboration and communications among owner, management and residents through quarterly meetings and other meetings/communications
- By the end of 2019, advise on and prepare a plan to implement as appropriate (and as funded) economic resiliency and youth development approaches and partnerships
- By the end of 2020, advise on and prepare a plan to implement as appropriate (and as funded) health and wellness approaches, programs and partnerships
- Inform HRI of advancements in Resident Services policies and practices in the affordable housing industry, determine relevance and implement as appropriate
- Identify opportunities for expanding or implementing new resident services programs, and work with the RS team to define how they can be implemented
- The Director of Resident Services reports to the Executive Director
- The Director of Resident Engagement reports to the Director of Resident Services

**Job Requirements:**

- A commitment to the mission of HRI
- 7-10 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
- Understanding of and/or experience working with government systems
- 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
- Genuine enthusiasm for meeting, motivating, and involving people in community activities and developing collaborative community and municipal partnerships.
- Excellent oral and written communication and facilitation skills, warm and engaging presence
- Skillful organizer with demonstrated initiative for problem-solving
- Strong work ethic, a good sense of humor, and a commitment to social justice

**Knowledge, Skills and Abilities:**

- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents in planning, implementing, and evaluation programs and services
- 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
- Ability to collect, track and understand data to assess programs and partnerships and inform strategies
- Experience in working with Board and Committees
- Operate in a timely manner, with consistency and a high level of integrity and professionalism; provide excellent customer service to residents and partners
- Knowledge of federal, state and local policies affecting housing
- Proficiency with MS Excel PowerPoint, Word, Outlook and other computer programs
- Ability to work evenings and weekends



We offer competitive compensation and good benefits.

**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:**

Please send a cover letter and a copy of your resume to [jdeignan@homeownersrehab.org](mailto:jdeignan@homeownersrehab.org).