



Resident Services Manager

About Allston Brighton CDC:

Allston Brighton CDC builds a stronger and more stable community by representing and supporting the expressed interests, positive engagement and leadership development of Allston Brighton's diverse local communities, institutions, individuals, and families of all incomes. For over 40 years, Allston Brighton CDC has led initiatives that create affordable housing, foster community leadership, enhance and protect open spaces, and offer steps to increased incomes and assets so residents can call Allston Brighton home for the long term.

Today, Allston Brighton CDC addresses critical changes in our community, focuses and defines its role as a catalyst for community stability, and positions itself for the sustained creation of opportunities for families and individuals of all income levels to engage as leaders and improve their lives. One of our strategic directions is to mobilize and support new voices for community leadership. In this initiative, Allston Brighton CDC seeks to empower residents and groups of people by providing them with the skills they need to affect change in their own communities and connect them to broader neighborhood stabilization efforts and campaigns.

Position Overview:

Under the supervision of the Deputy Director, the Resident Services Manager is tasked with designing, managing, and implementing programs aimed at promoting stable tenancies and serving children, adults, and seniors residing in properties owned by ABCDC. This role involves leading initiatives to build social capital by encouraging connections between individuals and their community. The Manager is also responsible for establishing and maintaining partnerships with community leaders and service providers to broaden residents' access to programs and resources that improve their quality of life. Additionally, the Resident Services Manager will assist tenants in connecting with community resources and will foster meaningful and sustainable resident engagement both within their housing and the larger community. The Manager will oversee the daily operations of the Resident Services Department.

This position is hybrid, with 25% of work performed remotely and 75% dedicated to directly supporting the Resident Services Department in person at the All-Bright Community Center. The schedule is Monday through Friday, 9 AM to 5 PM, with flexibility and an expectation to prioritize the needs of residents. The responsibilities outlined below provide an overview of the Resident Services Manager's role and are not exhaustive. As community needs evolve, these duties may be adjusted accordingly. The Resident Services Manager reports directly to the Deputy Director.

Responsibilities:

Program planning and implementation:



- Organize and coordinate community events. Duties consist of strategic planning, event management, cash handling, data analysis, employee supervision and recruitment for programs and events.
- Oversee, facilitate and deliver specific programming like afterschool/summer program, food pantries, holiday events and other seasonal events and activities.
- Locate, develop, and maintain networks and partnerships with relevant service providers, community organizations, businesses and educational institutions and assist/train/direct Resident Services staff to do the same.
- Work with Communications and Development Manager on grant applications, bi-monthly resident newsletters and materials to support and aid in marketing and supporting events and programming at the All-Bright Community Center.
- Assist the Homeownership & Counseling Manager in connecting with residents to the Section 8 to Homeownership program, organizing initiatives, and workshops tailored at engaging with residents who express interest.
- Provide individualized counseling and support to residents participating in the Section 8 to Homeownership program, guiding them through the homeownership process, including financial planning, credit improvement, and navigating real estate transactions.

Tenancy Preservation:

- Enhance Allston Brighton CDC's resident service coordination initiatives to maximize stable tenancy for residents living in ABCDC properties. This includes collaboration with the property management company, and other service providers throughout the community.
- Provide direct service and/or supportive linkages between residents and other services as appropriate for residents in need of assistance with navigating available community resources and complex systems.
- Organize and facilitate resident meetings; Problem solve with residents when appropriate.
- Provide professional communication and leadership in a variety of meeting/presentation settings that support open, honest communications and inclusion of diversity.
- Work with Property Management team to advocate for residents and create realistic timelines and processes to help residents retain their housing, address lease violations, and avoid eviction.

Reporting and Data Collection:

- The Resident Services Manager will consistently track and measure progress.
- The RSM will regularly report program outcomes to internal and external stakeholders.
- RSM will analyze and use outcomes data as the basis for continuous program improvement.



- Utilize Salesforce as a measurement tool to ensure the work is having the desired effect and use the data to refine or develop new programming to meet emerging trends.

Supervision:

- The Resident Services Manager will provide direct supervision of Resident Services staff, volunteers, and interns, while collaborating with the Deputy Director, who will meet weekly with the manager to support in hiring, training, supporting, and evaluating the team.
- Oversee and ensure successful implementation of programs/services checking in routinely to ensure quality and consistency of program delivery.
- The Resident Services Manager will also support staff in appropriately addressing challenging resident issues.

Other Responsibilities:

In addition to the above, the Resident Services Manager will:

- Attend monthly meetings both with property management (Maloney Properties) and other community partners as it relates to building connections with local service providers.
- Assist in identifying trainings needed to be effective as a Resident Services staff; and
- Perform other duties as assigned in a timely and efficient matter.

Required Qualifications:

- 3 – 5 years' experience in case management and/or resident services.
- HUD Certified within 3 months (Training and Certification will be provided)
- Bachelor's degree or equivalent professional experience.
- Knowledge of the Boston-area social service delivery network, particularly for low-income and moderate-income households.
- Demonstrated ability to work with low and moderate-income individuals and families and racially and culturally diverse communities.
- Knowledge of subsidized housing programs.
- Salesforce experience
- Excellent listening skills/follow through and the ability to work individually and as part of a team
- Excellent time and project management skills



- Proficient in Microsoft Office
- Flexible, possess a sense of humor and desire to be an integral member of a learning community at a time of growth and change

Preferred Qualifications:

- Bilingual in written and oral Spanish/English and/or Haitian Creole/English

The Selection Process:

Please submit one PDF document containing a cover letter detailing your interest and qualifications for this position, and an up-to-date resume to Rachel Regis, Deputy Director at regis@allstonbrightoncdc.org.

ABCDC offers a competitive salary and benefits package. The expected salary range for this full-time position is between **\$60,000 - \$70,000** a year. Applications will be reviewed and acknowledged as they are received. The position will remain open until filled.

ABCDC seeks a diverse pool of candidates. ABCDC is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation or age. ABCDC is also committed to increase the racial diversity of its staff and providing opportunities for people of color to take on leadership roles within ABCDC.