



**Title:** Director of Resident Services

**Reports To:** Brighton Executive Director

**Location:** Brighton, MA

### **GENERAL SUMMARY**

Jewish Community Housing for the Elderly (JCHE) has four campuses in metropolitan Boston that provide safe and affordable independent housing where adults of all backgrounds can *age in community*. The Director of Resident Services at the Brighton campus, in conjunction with the JCHE extended leadership team, establishes and monitors standards, policies and processes to support tenants to live a full life of connection and purpose in a dynamic and supportive environment. The Director works collaboratively with the Brighton Executive Director and staff to create a warm and engaging environment that supports a high quality of life and strong connections for this diverse community. The Director provides direct supervision and leadership to the Brighton Resident Services team.

### **ESSENTIAL JOB FUNCTIONS**

- Ensure adoption of “best practices” in resident service coordination (this includes collaborating with JCHE program and Resident Services staff across all JCHE campuses to refine and document a set of “best practices”)
- Provide oversight and delivery of case management services (i.e. evaluation of social, psychological, and physical needs) for residents
- Provide consultation to JCHE staff regarding tenant mental health needs/concerns
- Ensure compliance with established standards, policies and procedures (i.e., fair housing, safety, mandated reporting, etc.)
- Ensure Brighton Resident Services staff are fully engaged in processes for measurement and evaluation (an important component of JCHE’s commitment to be reflective practitioners by using data to inform and impact policies, practices and possibilities)
- Support Resident Service staff to work closely with other departments (especially Compliance, Accounting and Maintenance) to enable residents to successfully comply with Housing Regulations and help residents maintain their tenancy
- Identify individual and group training needs and provide or arrange for appropriate training for resident services staff (e.g., elders at risk, substance use disorders, case consultation, etc.)
- Create, monitor and implement the yearly Brighton Resident Services budget

- Collaborate with Director of JCHE Training Institute and provide support to specific training initiatives
- Collaborate with Fund Development to write grants for services and programs
- Ensure all suspected elders at risk situations are reported to the appropriate agency
- Advocate, in conjunction with the JCHE senior and extended leadership teams, on behalf of residents for adequate, timely and cost effective provision of services.

**OTHER DUTIES AND RESPONSIBILITIES MAY INCLUDE:**

- Create and maintain relationships with relevant service providers and community organizations
- Participate in community committees, conferences and events that advocate for older adults and for affordable housing
- Supervise social work interns and interns from other fields
- Assess and recommend new opportunities for introduction and integration into JCHE communities
- Actively participate on JCHE task forces and committees

**PREPARATION, KNOWLEDGE, SKILLS AND ABILITIES**

- LICSW with Masters in Social Work Degree and a minimum of five years post Master's experience
- Progressive clinical, supervisory, and administrative experience working with older adults; preferably with housing experience
- Cultural competency/interest in diverse populations currently served by JCHE and potential future groups
- Excellent communication, problem solving and organizational skills
- Strong team building skills
- Understanding and commitment to JCHE's mission and expansion plans
- Bilingual Russian/English; Chinese/English desirable

**SUPERVISORY RESPONSIBILITY**

- Direct supervisory responsibilities for all Resident Service staff in Brighton

**WORKING CONDITIONS/PHYSICAL DEMANDS**

- Normal office environment
- Able to travel to all JCHE campuses; offsite meetings, etc.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

*\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*