



Position: Executive Director, Shillman House

Reports To: Chief Operations Officer

Status: Full Time

Summary: Jewish Community Housing for the Elderly (JCHE) is actively seeking candidates for its Shillman House Executive Director (ED) position. The ED will be responsible for the overall management of this 150 unit market/tax credit/PRAC building, including finances, maintenance, programming, resident relations, resident services, staff recruitment, performance, and evaluation. The ED will also create and maintain relationships within the senior service and other community organizations in the Framingham area.

The ED will be responsible for the marketing and occupancy of the units, the collection of rents and fees, the preparation and implementation of the annual budget, capital plans, and the maintenance of building and grounds, and will oversee the dining services. The ED will ensure that Shillman House has appropriate resident services to create an engaging, inclusive, warm, welcoming and active environment to support a high quality of life for all Shuillman residents.

In addition, as a member of the JCHE management team, the ED participates in and initiates efforts to create and implement best practices at JCHE, including attending regularly scheduled staff and management meetings and participating on selected task forces and committees. The ED will participate in professional and/or community committees, events, etc. which further the interest of Shillman House and JCHE.

Essential Duties and Responsibilities:

- Will supervise the Maintenance Supervisor, maintenance staff and site representatives, the Assistant Director and/or Compliance Coordinator and Office Manager and the Office Assistant, the Resident Services Coordinator, and the Hospitality Team Members. In addition will co-supervise the Executive Chef/Manager and the dining services/kitchen staff.
- Help hire and supervise the Chef/Manager as needed.
- Process biweekly time sheets, sign and submit.

- Market Shillman House to prospective market residents and assist potential residents and families to become residents by scheduling appointments, conducting tours and answering questions.
- Oversee the applicant marketing, interviews, and screening procedures to ensure all processes and information comply with the applicable subsidy and fair housing regulations.
- Enforce the JCHE lease, house rules and regulations, and all applicable state and federal tenancy regulations.
- Oversee the maintenance of the building and grounds, ensuring a safe and pleasant environment for residents and visitors.
- Develop an annual operating budget in accordance with JCHE procedures and monitor monthly compliance with the budget.
- Approve expenditures of operating funds via JCHE procedures including purchase orders, invoices, contract bidding, etc.
- Ensure that staff complies with all licensing and state and regulatory requirements in association with their areas of responsibility.
- Work collaboratively with the resident services program managers and staff to ensure the development has quality services, which include dining, transportation, fitness and wellness, etc., that meet the needs and desires of the residents.
- Comply with JCHE policies and standards in the practice of supervision and property management.
- Establish and meet regularly with resident councils and other resident groups relevant to community life at Shillman House.
- Collaborate with the Fund Development/Institutional Advancement staff of JCHE to ensure that residents and families understand that private contributions support the resident programs at Shillman House.
- Work collaboratively with the Resident Services Coordinator and members of the residents' support systems to ensure that individual residents will be successful in their tenancy.
- Work collaboratively with JCHE central functions such as Finance and Administration, Information Technology, Human Resources, and Compliance.
- Establish a rapport with individual residents that conveys warmth and encourages communication.
- Manage and coordinate the physical move-in/move out process with the resident/family and communicate pertinent apartment turnover details to the AD/RSC, ACC/OM and Maintenance Supervisor.
- Co-supervise the Site Representatives with the Maintenance Supervisor.
- The ED will also participate in professional and/or community committees, events, etc. which further the interest of the organization.
- Process resident-related documentation for all government subsidies
- Prepare memos to residents regarding building-wide maintenance projects in conjunction with the Maintenance Supervisor.

Working Conditions/Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to type, file or lift office supplies up to 20 pounds. The employee is frequently required to stand, talk and hear.

Qualifications:

- Excellent interpersonal, communication and personnel management skills
- Proven ability to generate a warm, engaging, respectful atmosphere
- Effective written and oral communication skills
- Leadership ability and skills
- Demonstrated capacity to respect and support older adults to live independent and dignified lives regardless of physical capacity
- Knowledge and proficiency in computer programs, including but not limited to Word, and Excel
- Certification or willingness to acquire certification for processing Section 8 and Low Income Housing Tax Credit subsidies

Experience: A minimum of five years in a position of management of residential communities with supervisory experience.

Education: A Bachelor's Degree or advanced degree in a related field such as business or marketing, or an equivalent combination of education and experience

Qualified candidates should forward a cover letter and resume by email to hrjobs@jche.org; by fax to (617) 912-8469, or by mail to Human Resources, JCHE, 30 Wallingford Road, Brighton, MA 02135. For further information about JCHE and its Shillman House, see our website at www.jche.org. JCHE is an Equal Opportunity Employer.

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*

Last updated 08/08/2017