

Regional Manager, Connected Communities – Greater MA

The Regional Manager works as a core part of the Connected Communities corporate team to support and enhance community quality of life within a region (Greater Massachusetts). The Regional Manager provides oversight, support and accountability to a team of housing-based community coordinators working to provide direct service and collaborative programming to residents of affordable and mixed-income housing communities within the region, specifically aimed at achieving measurable, positive outcomes in Connected Communities' six key outcome areas: Stable Housing, Employment, Education, Health, Community Engagement and Economic Mobility. Specifically, Regional Managers play a key role in the ongoing implementation and sustainability of this goal by supporting Community Coordinators in the development, implementation and sustainability of community-based annual service plans, partnership development and expansion, outcomes tracking, and reporting, all focused on the Connected Communities commitment to ensuring that communities are Stable, Connected and Empowered.

Responsibilities

- Support a portfolio of communities across a region and foster team-building by developing and strengthening relationships with site staff, regional leadership, owners, investors and community partners.
- Provide leadership support to Community Coordinators in developing community-based annual service plans and achieving Connected Communities performance measures, indicators and goals. Provide coaching to Community Coordinators to track progress toward achieving departmental goals through usage of Apricot360 data tracking system.
- Assist site teams of Community Coordinators and Property Managers in developing and maintaining quality monthly and quarterly required reporting. Disseminate monthly/quarterly/annual outcomes reporting to applicable parties (owners, partners, grantors, regulatory agencies, etc.).
- Assist site staff in the creation and management of Connected Communities budgets. Review monthly financial reports and ensure accuracy in budget reporting. Manage Connected Communities regional budget.
- Establish and maintain a network of regional service providers in the Connected Communities outcome areas (Stable Housing, Employment, Education, Health, Community Engagement and Economic Mobility) to support the success of annual service plans. Inclusive of creation and management of Memorandums of Understanding (MOUs).
- Collaborate with Connected Communities Operations Team on hiring, onboarding and continuous professional development for Community Coordinators.
- Review, manage, report and analyze community-level data through Connected Communities' outcomes-tracking platform, CONNECT 360. Ensure accuracy and consistency of established data. Data collected through annual resident questionnaire, resident touchpoints, community programs and activities and through partner reporting. Make policy recommendations to Senior Vice President, Vice President and Operations team based on data analysis and assist in policy implementation.

Requirements

- Bachelors Degree in Social Work, Business, Public Policy or related field
- 5-8 years experience in community development or related field
- 1-3 years experience in staff leadership and management
- Advanced technical computer skills
- Ability to communicate effectively complex information in writing to all levels of staff, management and external customers. Ability to communicate complex concepts and address sensitive situations, resolve conflicts, negotiate and persuade others.
- Ability to analyze and interpret socioeconomic data and develop strategies and programs based on needs and evidence-based practice.
- Provide a high level of customer service and staff training to meet customer service standards and expectations for the assigned responsibilities.
- Driver's license

Flexibility to attend evening and weekend functions and travel as required, primarily throughout Massachusetts.

Preferred Qualifications

- Master's degree in Social Work, Business, Nonprofit Management or related field
- Passion for community building

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