RESIDENT SERVICES MANAGER

POSITION DESCRIPTION

REPORTS TO: Director of Property Management

SUMMARY:
Detroit Shoreway Community Development Organization (DSCDO) owns and manages a portfolio consisting of 16 buildings containing 339 residential units. Financing for development and rehabilitation of the buildings in the portfolio includes low income and historic tax credits and various other affordable housing financing programs. The Resident Services Manager is responsible for providing DSCDO residents with programming and opportunities to improve their finances, health, and overall quality of life.

RESPONSIBILITIES:
- Develop and implement a New Resident Program that includes assessing every new resident needs and connecting them with available services
- Engage all residents of DSCDO properties to identify areas of need and make referrals to community agencies where necessary
- Serve as liaison between residents and community agencies
- Network with community service providers and seek out new services available to residents
- Coordinate educational opportunities/programs for residents in the areas of, life skills, health care, education, financial literacy, legal services, etc.
- Work closely with Property Management Department to develop and implement an eviction prevention program
- Other duties as assigned

REQUIRED QUALIFICATIONS:
- Bachelor’s degree in Social Work or related field
- Excellent written communication skills.
- Excellent oral communication skills.
- Availability and willingness to work flexible schedule including evenings and weekends; local travel and some out-of-town travel required.
- Ability to work with people of all backgrounds (race, ethnicity, socioeconomics, gender, sexual orientation, religion, disability, etc.).
- Self-motivation and an ability to work toward objectives with minimal supervision.
- Reliable transportation.

PREFERRED QUALIFICATIONS:
- Masters of Social Work
- LISW
- Ability to speak Spanish.

PHYSICAL DEMANDS
Ability to operate a computer and keyboard. Ability to operate a motor vehicle or equipment. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 40 pounds. May require vocal communication for expressing or exchanging ideas,
hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

WORKING CONDITIONS
Availability for extended hours during peak periods and attendance at evening and weekend meetings. Exposure to inside and outside environmental conditions. The office is located in a smoke-free facility. Local travel and some out-of-town travel is required.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Detroit Shoreway Community Development Organization. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder’s responsibility.

EQUAL OPPORTUNITY
DSCDO is an Equal Opportunity Employer.

COMPENSATION
- Annual salary of $35,000 - $40,000 commensurate with experience/qualifications
- Paid Time Off accrued at the rate of one day per month during the first year of employment, then 18 days beginning the second year of employment
- Holiday pay including New Year’s Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, the Friday after Thanksgiving, and the days between December 24 and January 2.
- Employer contribution to 403(B) retirement program. Employer will provide a 50% match to the Employee’s contribution up to a maximum of 3% of the employee’s annual salary.
- Competitive health insurance offered with employer contribution.
- Long term disability benefits

Please e-mail or mail cover letter and resume to:

Detroit Shoreway Community Development Organization
Attn: Glendie Rivera
6516 Detroit Avenue, Suite 9
Cleveland, Ohio 44102

E-MAIL: jobs@dscdo.org

NO PHONE CALLS, PLEASE