



3039 E. 91st Street– Chicago, Illinois, 60617 – 773-734-9181

POSITION DESCRIPTION

Job Title: Resident Services Manger

Reports to: Director of Community & Safety Programs

Department: Resident Services

Classification: Regular Full-time **FLSA:** Non-exempt

Date: June 2024

ORGANIZATION SUMMARY

Claretian Associates builds community within the culturally diverse neighborhood of South Chicago by working with community leaders, residents, and organizations to provide affordable housing and related services for low-and-moderate income people, and serves as a catalyst in creating innovative solutions to improve the quality of life.

Since 1991, Claretian Associates has built a network of relationships and activities that have affirmed our faith in the future of South Chicago. Continuing our housing programs and wrap-around services in a targeted 12-block area, we have created a total of 137 affordable homes and apartments, and we work with other neighborhood stakeholders to undertake community development projects and services that continue to enrich the lives of the Southeast Chicago area.

POSITION SUMMARY

The Resident Services Manager (RSM) is responsible for developing, managing, and delivering programs that support stable tenancies and serve individuals living in Claretian Associates properties. The Manager will lead efforts to build social capital by fostering person-to-person and people-to-place relationships. The Manager is responsible for developing and managing partnerships with community leaders and service providers to expand opportunities for residents to access programming and resources that would enhance their quality of life. The RSM will assist residents in accessing resources in the community and will support meaningful and sustainable resident engagement in their housing as well as within the broader community.

MAJOR RESPONSIBILITIES

- Plan, oversee, facilitate, and deliver programming such as healthy living and wellness activities, financial literacy, food pantries, and other seasonal events and activities.
- Organize and coordinate community events, focus groups, and annual resident annual survey.
- Locate, develop, and maintain networks and partnerships with relevant service providers, community organizations, businesses and educational institutions.

- Coordinate and execute outreach activities among resident population to help identify and encourage participation in programs
- Produce monthly resident newsletters and materials to aid in supporting events and programming at all sites.
- Work with other managers within the organization in connecting residents of Claretian Associates housing to neighborhood-wide associations, organizing initiatives, and civic engagement activities.
- Enhance resident service coordination initiatives to maximize stable tenancy for residents living in Claretian's properties. This includes collaboration with the property management company and other service providers throughout the community.
- Oversee outreach to residents regarding available services, including resident orientations to new residents.
- Provide direct service and/or referrals for residents in need of assistance with navigating available community resources and complex systems.
- 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.
- Track, report and analyze program metrics and measure outcomes as the basis for continuous program improvement.
- Supervise Resident Services staff; provide staff support to appropriately address resident issues.
- Attend monthly meetings both with property management and other community partners as it relates to building connections with local service providers.
- Perform other duties as assigned in a timely and efficient matter.

PERFORMANCE MEASURES

- Ability to connect residents with needed resources.
- Address and resolve resident concerns and issues.
- Develop and maintain strong relationships with service providers
- High-level of customer service
- Clear and prompt communication.

QUALIFICATIONS

- Bachelor's degree in related field plus related experience or a combination of education and experience. Three to five years' experience in community organizing, case management, and/or resident services.
- Bilingual in written and oral Spanish/English preferred.
- Demonstrated ability to work with low and moderate-income individuals and families and racially and culturally diverse communities.
- Knowledge of subsidized housing programs

- Possess a strong sense of compassion and patience for serving an underserved population.
- 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

COMPENSATION

- Annual salary \$50,000 - \$53,000
- Includes medical, dental, vision and other benefits
- This is a direct service position and will require in person.

TO APPLY:

Submit cover letter and resume to: careers@claretianassociates.org