

THE COMMUNITY BUILDERS

Job Title: Community Life Operations Manager – Senior Sites

Report To: Vice President of Community Life

Department: Community Life (Hub Team)

FLSA Code: Exempt

Job Code: PROGMGR

Date Modified: 10/2017

Overview:

The Community Builders, Inc. (TCB) is a nationally recognized nonprofit developer, owner and manager of affordable and mixed-income residential and commercial properties. Our mission is to build and sustain strong communities where people of all incomes can achieve their full potential. We do this by developing, financing, and operating high quality affordable mixed-income housing, by coordinating access to support services, and by planning and implementing other community and economic initiatives critical to the communities we serve. Every employee who works for The Community Builders understands what it means to make a significant difference in the lives of others.

About Community Life:

Community Life is TCB's place-based model that provides stable housing as a platform for residents and neighborhoods to achieve success. TCB communities are places of innovation that address some of the most significant challenges facing low-income populations. We engage residents in creating programs and build strategic partnerships with local stakeholders to maintain stable housing and create pathways to opportunities for our senior and non-elderly disabled in 3 key practice areas: housing and financial stability, health promotion and social engagement.

Position Description:

The Community Life Operations Manager is responsible for providing program design, development, and evaluation support, technical assistance and coaching for sites implementing the Community Life initiative at 18 sites across 8 different states in the Northeast, Mid-Atlantic and Midwest Regions. This will include close collaboration with Community Life service coordinators (CLSCs) and Property Managers from each site and corporate staff from multiple departments. S/he will report to the Vice President of Community Life and assist in developing, training, monitoring, and assessing implementation of the Community Success Plans (CSPs). The Community Life Operations Manager will develop and coordinate new Standards of Practice, tools and infrastructure to support CLSCs assess the status of onsite operations and programming, review and analyze monthly ETO reports, provide written summaries and reports synthesizing findings; and assist with partnership development. S/he will identify cross-functional, strategic and operational solutions that enhance productivity, efficiency and ongoing growth of Community Life.

Housing and financial stabilization, health and wellness, and social engagement are areas of focus that will be delivered through referrals to quality local partners, on-site workshops and individual support. Social engagement and community building activities will be essential in order to create a sense of community and initiate a gateway to other support services.

Essential Functions:

- Develop Standards of Practice for senior and NEDs sites; develop new tools and infrastructure to support CLSCs to make progress in the areas of housing and financial stability, health and social engagement.
- Work closely with the Director of Data & Evaluation to determine effective and efficient reporting requirements using the ETO data system.

- Train current and new RSCs and Property Managers in aging issues and available services.
- Work with RSCs to ensure they're up to date in their HUD training requirements.
- Collaborate with property management, vice presidents of operations and regional directors to implement the CSPs at each site.
- Assist with planning, training, managing, and convening CLSCs in the TCB portfolio.
- Coordinate site programming and establish regular program and budget reviews (e.g. quarterly or semi-annually).
- Monitor and support sites in their usage of Yardi and Efforts to Outcomes (ETO) databases in order to analyze data to develop appropriate strategies to achieve target goals.
- Support sites in developing budgets, financial monitoring, and contracts.
- Provide technical assistance with fund development activities including grant reporting, monitoring and prospecting.
- Oversee and manage the quarterly and annual financial and program reporting of the New York State Supportive Housing Program Grant at one site (NYSSHP).
- Contribute knowledge of Property Management, Resident Services, and Quality Assurance to assist in coordinating Community Life efforts with other TCB departments (e.g., legal, development, asset management, etc.).
- Identify and pursue new opportunities with potential external partners (e.g., universities, other nonprofits and for-profits) whose expertise could contribute to Community Life.
- Support current partnerships at the sites and help to create new partnerships with local Area Aging Agencies, Senior Social Service Agencies, Senior Centers and Council on Aging, and health agencies, etc.
- Write brief internal reports, summaries, and presentations that inform internal and external stakeholders regarding progress, lessons learned, and key issues pertinent for the fields of housing, community engagement, health and wellness, etc.
- Participant in LeadingAge MA workgroups and events.

Knowledge, Skills and Abilities:

- Ability to create systems and infrastructure in order to support cross-site programmatic initiatives.
- Experience creating resource materials to guide site staff.
- Demonstrated ability to mentor, coach and partner with both site based resident service and property management staff in order to motivate and energize them while implementing a multifaceted model.
- Ability to analyze data to see trends and inform strategic decisions.
- Ability to build and maintain positive relationships with a wide variety of stakeholders, including but not limited to: senior staff, volunteers, interns, community partners, organization donors, media.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and staff and in planning, implementing, and evaluating programs and services.
- Excellent communication, organization and writing skills.
- Ability to prioritize, multi-task, and be self-directed.
- Knowledge of Yardi, Property Management databases, Efforts to Outcomes (ETO) is a plus.
- Knowledge of Federal, State and Local Policies affecting Housing is a plus.
- Proficiency with MS Excel, PowerPoint, Word, Outlook and other computer programs, as required.

Education & Experience:

- Master's degree with a focus in social work, human services, public health, or community development preferred and/or 5 years of experience in Property Management, and/or Resident Services at a senior/elder site.
- Experience working with seniors in a housing, human service, or health context
- Relevant experience may be substituted for preferred educational qualifications.

If interested, please send resume and cover letter to:

Elizabeth Gonzalez Suarez

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