



## Job Description

**Job Title:** Resident Services Program Supervisor

**Department:** Community Wealth & Services

**Reports To:** Director, Community Wealth & Services

**FLSA Status:** Exempt

**Organizational Background:** Four passionate Eastside activists who came together formed East LA Community Corporation (ELACC) in 1995. ELACC's mission is to advocate for economic and social justice in Boyle Heights and Unincorporated East Los Angeles by building affordable housing, grassroots leadership, and access to economic development opportunities for low and moderate-income families. Over the 25-year history of ELACC, we have leveraged over \$259 million in investments through community-driven real estate development, mobilized thousands of residents to change policies, served thousands of low-income residents with community wealth services, and we provide quality affordable homes for over 2,900 people.

**Summary:** ELACC seeks an individual with strong leadership and collaborative skills that is also highly motivated and organized to manage the smooth operation of the resident services at ELACC. The Resident Services Program Supervisor is an individual with proven expertise in supervising and managing staff, developing and managing community programs, communicating vision and leading program strategic planning. They will oversee the successful implementation of services to low-income tenants at ELACC's various affordable housing sites. They will model a culture that will attract and retain employees at all levels and consistently demonstrate good judgement.

The Resident Services Program Supervisor is an ELACC team member that leads their core project and fulfills their responsibilities to the entire team by actively fundraising, supporting organization wide projects, participating in all staff planning sessions, and being part of achieving the organizations mission and vision.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Annually sets the goals and objectives for tenant services programs. \*
2. Provides input in the development of resident services budgets and responsible for monitoring budgets and reporting on variances. \*
3. Assists the Fund Development Department in soliciting donations from local businesses and vendors for events and activities. Provides information required to submit relevant grant applications for programming. \*
4. Supervises resident services staff. \*
5. Manages and is part of the agreement negotiations for tenant services agreements. \*
6. Develops, implements, and maintains tenant services policies and procedures. \*
7. Develops effective working relationships with religious, education, community groups, and institutions. \*
8. Motivates individuals and groups to actively participate and take leadership in efforts to improve the community and self-determination. \*

9. Uses resident services data to evaluate programs and service's needs. \*
10. Builds, implements, and oversees internship program to support tenants. \*
11. Reviews and evaluates systems for ensuring we maintain confidentiality. \*
12. Trains team to use program data to deliver effective programs. \*
13. Facilitates effective working relationships with resident services staff, tenants, and property management staff. \*
14. Resolves conflict and holds accountability to all parties involved in the long-term sustainability of our residents. \*
15. Collaborates with communications to announce events and raise awareness of ELACC programs. \*
16. Partners proactively and regularly with housing development staff working on new projects or acquisitions to determine plans for resident services and to provide input on property design decisions. \*
17. Recruits, hires, orients, manages, and evaluates assigned resident services staff, volunteers, and interns. \*
18. Ensures ELACC follows the services requirements within its affordable housing portfolio. \*
19. Maintains files in compliance with HUD and management requirements. \*
20. Facilitate workshops as needed. \*
21. Provides excellent customer services and assist all clients with a positive and friendly manner. \*
22. Represents ELACC at work involved events and peer to peer networks by holding ELACC's mission, vision, values. \*
23. Possess a positive and professional demeanor in all interactions, under all circumstances. \*
24. Supports supervisor and the Community Wealth & Services department on other duties as directed by the department Director. \*

**Supervisory Responsibilities:**

Directly supervises at minimum two employees at assigned to various affordable housing sites. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Ability:**

Ability to read, analyze, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write reports, case notes, and articles for ELACC communications that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of word processing, spreadsheet software's, client management systems and video conferencing hosting experience for online trainings.

**Education/Experience:**

Must meet one of the below:

- Bachelor's degree (B.A./B.S.) from four-year college or university and over 6 years of experience in case management with some experience in affordable housing.
- Master's in Social Work, Counseling, or related field and one-year experience in related field

**Knowledge, Skills, and Other Abilities:**

- Proven ability to enter data into client management systems.
- Must have worked with diverse populations.
- Fully fluent in Spanish and English-speak, read, and write.
- Demonstrated ability to prioritize and meet communicated schedules and deadlines.
- Ability to handle confidential information.
- Demonstrated ability to work independently, and as part of a team.
- Strong interpersonal and communication skills.
- Must have reliable transportation with valid insurance.
- Genuine interest and passion for ELACC issues and priorities.
- Demonstrated understanding of intersection of racism and poverty.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, and climb or balance. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision.

The noise level in the work environment is usually moderate.

**Compensation:**

Competitive salary based on qualifications and experience. This is a full-time exempt position with a competitive benefits package that includes health, dental, retirement, life and disability insurance.

**ELACC is an Equal Opportunity Employer**

Email cover letter and resume to:

Vice President Human Capital & COO at [jobopportunities@elacc.org](mailto:jobopportunities@elacc.org)

[www.elacc.org](http://www.elacc.org)

Position open until filled