

Posted: 10/14/22

Category: Resident Services

Title: Director of Resident Services

Location: Newton Housing Authority
82 Lincoln Street
Newton Highlands, MA 02461

Salary: \$88,000 - \$92,000 based on experience and education.

Instructions: Please forward resume and cover letter to Beatrice Flores at bflores@newtonhousing.org or by mail to Newton Housing Authority 82 Lincoln Street Newton Highlands, MA 02461. No phone calls please. NHA is an Equal Opportunity Employer.

Job Description and Requirements:

Clinical Responsibilities

- Develop and manage social services programming to Newton Housing Authority residents.
- Provide clinical services to a caseload of acute, long-term cases that require high level clinical intervention and stabilization (7-9 cases).
- Oversee and perform in-home hoarding and clutter assessments and in-home therapeutic interventions using Motivational Interviewing and other evidence-based modalities.
- Supervise Resident Services Department staff.
- Respond to crisis referrals and situations, providing written follow-up to the Executive Director and serving as collateral to Police, hospital and crisis team providers.
- Develop and manage external relationships with providers to expand clinical programming collaborations with the authority.
- Attend care plan meetings and discharge meetings at rehab facilities, skilled nursing facilities, hospitals, and other medical agencies to ensure that residents' needs are met upon returning to NHA properties.
- Provide clinical training and support to NHA staff members
- Serve as mediator for tenant dispute resolution.
- Develop and lead support groups for older adult, family, and persons with disabilities.
- Develop psycho-education programming for residents in Newton Housing Authority programs.
- Provide additional support to the Resident Services Department team in the following clinical areas:
 - Perform psychosocial assessments when required and develop individualized action plans, including goals and a means of monitoring progress.

- Utilize networks of social and clinical services to assist residents in meeting identified needs.
- Provide case management services, including, but not limited to, issues with housekeeping and hoarding behaviors, eviction prevention, household budgeting and economic self-sufficiency, arrangement of transportation for social and personal needs, referrals and linkages to community resources.
- Assist residents by producing informational materials, including monthly newsletters for elders and families.
- Assist tenants in preparing any necessary forms or documentation needed to take advantage of social welfare programs.

Recreation Responsibilities

- Develop social and recreational activities for residents in elderly and family housing
- Support the RSD staff in implementing recreation activities and events.
- Supervise and direct volunteers.
- Lead collaboration efforts with city partners such as but not limited to: Parks and Recreation, Newton Senior Center, Newton Public Schools, All Newton Music School, Newton Free Library.
- Serve as authority representative at tenant meetings.

Fundraising and Grant Writing

- Execute and manage grants that support the Resident Services Department such as but not limited to: Perpetual Benevolent Fund, Community Development Block Grant etc.
- Complete annual grant reporting requirements
- Manage NHA's 501(c)3 and determine fundraising needs.
- Develop private fundraising strategy and increase fiscal resources to the Resident Services Department.

Administrative Responsibilities

- Direct the development of Resident Services Department practices, policies, and infrastructure.
- Manage Resident Services Department records.
- Capture and analyze Resident Services Department data to complete Resident Services Annual Report.
- Capture and analyze Resident Services Department data to complete Tenant Demographic Snapshot.
- Support Executive Director and other staff in issues related to tenants, tenant needs and tenant interests.
- Provide performance evaluation of RSD team.
- Attend pertinent meetings, seminars, conferences, workshops, or any other housing or resident services oriented presentation.

- Collaborate closely with the Director of Administration, Maintenance Foreman, Finance Department, and Executive Director.
- Perform other related duties as required or requested.

Candidate Strengths and Interests

- Candidates must have their LCSW before hire and work toward obtaining their LICSW within 6 months of employment.
- Candidates must have personal transportation.
- Candidate should be highly proficient in Microsoft office.
- A candidate that can communicate in Spanish, Mandarin or Russian is highly preferred.
- The candidate should have strong skills in working in cross cultural environments.
- An ideal candidate would have direct experience working in community-based mental health settings with individuals and/or families.
- An ideal candidate would be passionate about affordable housing.