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## **Job Announcement: Supportive Services Program Manager**

Community Ventures, a non-profit corporation, develops and manages affordable housing in partnership with neighborhood organizations in Philadelphia. CV currently manages 292 affordable houses and apartments in three Philadelphia neighborhoods. Supportive services are offered to all CV tenants of all ages via an in-house Supportive Services Program. The Supportive Services Program currently consists of the Supportive Services Program Manager (SSPM) and the Supportive Services Coordinator (SSC). The SSPM is responsible for managing the program, as well as directly supervising the SSC. They work with the property management and other Community Ventures staff to offer professional casework and supportive services to CV's diverse tenants.

The SSPM is responsible for developing and implementing educational, social and empowering on-site programming that enhances the quality of lives for our residents while improving overall property operations. The SSPM and SSC also assess residents to determine areas of need and refer tenants to outside resources and programs that can help them overcome obstacles to a stable and successful residency.

The SSPM will work with the Executive Director, Director of Development, and Property Manager to develop a supportive services plan applicable to all of CV's eight development sites and, where applicable, supportive services plans applicable to specific sites and new projects. These specific site plans will need to meet the requirements of the applicable funding and regulatory agencies (Pennsylvania Housing Finance Agency, Federal Home Loan Banks, the City of Philadelphia, Local Initiatives Support Corporation and others) as well as the investors for these sites. CV's Supportive Services Program has a specific focus on the social determinants of health (SDOH) and improving tenant health and well-being. It does so via stable housing and encouraging individual and community participation with the Program. The SSPM will work with the Executive Director to provide periodic reports, as required, to each of the funding and/or regulatory agencies.

The Supportive Services Program Manager will report to the Executive Director and will work full time (40 hours/week) from CV's three Supportive Services offices located at Francisville East (16th & Poplar St.), Susquehanna Village (15th & Susquehanna Ave.), and Centennial Village (52nd & Parkside Ave.). Community Ventures is a small organization, and any list of duties must therefore be considered incomplete and subject to change. All employees must pitch in where needed. The Community Ventures work environment is friendly and informal but serious.

### **Duties and Responsibilities**

- Take a leading role in the drafting of Supportive Services Plans for CV and for CV's individual development sites, where required.

- Coordinate the implementation of Supportive Service Plans and the delivery of needed and appropriate programming and services at all Community Ventures' properties.
- Seek out organizations, services and resources for residents at all CV properties. These include public agencies, educational institutions, and other organizations providing counseling, utilities assistance, rent assistance and other resources. Develop and maintain relationships with this supportive network.
- Complete supportive service assessments to identify needs for all new tenants at move-in. Attempt reassessment for all tenants on at least an annual basis.
- Provide education to tenants regarding various resources and programs that can improve their health, quality of life and housing stability.
- Provide day-to-day case management for households, with priority on residents in crisis or with ongoing needs. Make connections as needed to outside services. Bring crises or difficult-to-resolve problems to the attention of the Property Manager and Executive Director.
- Engage program participants by maintaining regular contact to monitor and track progress and response to services.
- Monitor and meet reporting requirements with all applicable funding sources, including submission of periodic reports.
- Comply with and carry out the goals of the Supportive Service Plans applicable to each development.
- Educate residents on lease obligations to assist them in being more successful tenants.
- Proactively addresses rental delinquency issues, housekeeping issues and resident related issues that could contribute to unsafe conditions, resident eviction or property damage. (SSPM will not be responsible for collections.)
- Supervise and provide direction to the SSC in order to ensure that they are meeting the work requirements of their position.

### **Qualifications**

- Bachelor's degree in Social Work or related field. Master's degree a plus.
- Three to Five years of experience providing casework and/or supportive services within a multi-family housing environment.
- Experience providing case management to any of the following populations/ areas: older adults, nursing home transition, child & family, homeless populations, child or adult mental health and substance abuse recovery.
- Supervisory and program management skills
- Demonstrated commitment to affordable housing and resident success.
- Computer skills & aptitude (word processing, spreadsheets, project management software)
- Requires a valid driver's license, an insured vehicle, and the ability to travel (between properties, on-call emergencies, trainings, etc.)
- Helpful, flexible, self-starting attitude
- Problem-solving orientation

- Capability to manage multiple tasks
- Familiarity with Federal housing regulations would be a plus
- Creative and compassionate approach to the problems typically faced by low-income families

**Compensation**

The salary range for this position is \$50,000-\$58,000 annually along with a competitive benefit package that includes health insurance premiums paid at 95% for employee and family, including vision & dental coverage; vacation, personal, and sick leave; paid holidays; 403(b) retirement plan with employer contributions; life insurance; and short- and long-term disability benefits.

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