**Position: Director of Resident & Supportive Services**

**Reports to: President/Executive Director**

**Status: Exempt**

**ORGANIZATIONAL BACKGROUND:**

Merced Housing Texas (Merced) is a Texas non-profit corporation based in San Antonio, TX that was founded in 1995 by nine congregations of Catholic Sisters. Our mission is to create and strengthen healthy communities by providing quality, affordable housing with supportive services for individuals, families, and older adults living in low-income households. We meet our mission through three programs:

Multifamily Program – Merced owns or has developed 14 affordable communities in seven Texas cities. We believe that no one should pay more than 30% of their income for housing.

Owner-Occupied Home Repair Program – Merced provides critical health and safety home repairs for older adult homeowners and homeowners living with disabilities in low-income households, creating safe and structurally-sound homes. Merced has repaired over 781 homes to date.

Resident & Supportive Services Program – Beyond housing, we offer programs focused on food security, health, education, financial wellness, and community engagement, supporting residents of our communities in achieving their goals.

Our core values of integrity, compassion, service, and collaboration guide our work in community, with our partners, and with each other.

**PROGRAM AND POSITION:**

Through Merced’s Resident & Supportive Services Program, we seek to improve housing stability and prevent homelessness for residents living in our multifamily communities and in the homes we repair. Resident Services Coordinators (RSCs) work in community with residents and homeowners to help them identify and address barriers to housing stability and to identify opportunities to reduce housing cost burden for households. Merced currently employs 6 RSCs that report to the Resident Services Program Manager (RSPM).

Merced is seeking a Director of Resident & Supportive Services (DRSS) to provide visionary leadership for the program with a focus on delivering quantifiable outcomes that are centered on improving housing stability and reducing housing cost burden for residents and homeowners. The DRSS will be responsible for working with the Resident and Supportive Services Team to set program goals, articulate a clear strategy to meet those goals, and use software to track program outcomes.

The DRSS will work collaboratively as a member of Merced’s leadership team (Executive Director, Owner-Occupied Repair Program Director, Director of External Relations, Director of Finance & Administration, and Director of Asset Management) to set and achieve organizational goals as part of Merced’s Strategic Plan.

**KEY FUNCTIONS:**

• Sets program goals, articulates strategies to achieve goals, and supports implementation of those strategies through cross-departmental, collaborative work

• Keeps abreast of current issues that impact low-income households

• Leads Resident Services Team to identify and/or create and implement innovative programming to address issues impacting low-income households

• Identifies and fosters relationships with organizations and agencies that serve the communities within which Merced works

• Identifies key program outcome indicators and collection methods for those indicators

• Works collaboratively with the External Relations Team to analyze and report trends in program data

• Works collaboratively with the Owner-Occupied Repair Team to assist homeowners to improve housing stability and their ability to age in place safely

• Works collaboratively with the property management company staff that manage the day-to-day operations (rent collection, maintenance, and leasing) of Merced’s properties to foster community, improve quality of life, and increase resident housing stability

• Provides direction for and supervises Resident Services Program Manager

• Consistently models Merced’s core values of integrity, compassion, service, and collaboration

• Serves as a representative of Merced at community and agency functions; occasionally provides presentations about Merced’s work

**CORE COMPETENCIES:**

• **Continuous Learning** - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

• **Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

• **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

• **Communications** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

• **Cooperation** - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

• **Managing Resident/Homeowner Focus** - Promotes Resident/Homeowner focus; establishes service standards; provides training in service delivery; monitors Resident/Homeowner satisfaction; develops new approaches to meeting client needs.

• **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

• **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

• **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

• **Team Leadership** - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.

• **Managing People** - Includes staff in planning, decision-making, makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.

• **Visionary Leadership** - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

• **Conflict Resolution** - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

• **Impact & Influence** - Pursues and wins support for ideas; displays ability to influence key decision-makers; achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.

• **Strategic Thinking** - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

• **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

• **Judgement** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

• **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

**EDUCATIONAL BACKGROUND/EXPERIENCE:**

* Bachelor’s or Master’s degree in Social Work, Psychology, Sociology, or a related field, or equivalent education and experience.
* LMSW or similar license a plus.
* Proficiency in client management software and Microsoft Office Suite.
* Comfortable working in both an office environment and in the field/community with moderate physical demands, including frequent use of hands for tasks and occasional lifting of up to 20 pounds.

**COMPENSATION AND BENEFITS:**

We value our employees’ time and efforts. Our commitment to your success is enhanced by a competitive compensation of $90,000 - $110,000, depending on experience, and an extensive benefits package including:

* Comprehensive health coverage: Medical, dental, and vision insurance provided
* Robust retirement planning: Simple IRA match, up to 3% of wages
* Financial security: Life and disability insurance for added protection
* Flexible financial options: Health savings and flexible spending accounts offered
* Well-being and work-life balance: Paid time off, flexible schedule, and remote work choices provided

Plus, we work to maintain the best environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where everyone feels encouraged to contribute to our processes, decisions, planning, and culture.

**HOW TO APPLY:**

If you want to be a part of an organization that values collaboration, innovation, and making an impact in our community, ***send your resume to Kristin Davila at kristin@mercedhousingtexas.org***

*We are an equal opportunity employer that welcomes, encourages, and values diversity in the workplace. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.*