



**Position:** Director of Resident and Supportive Services  
**Reports to:** President/Executive Director  
**Status:** Exempt  
**Compensation:** \$95,000 – \$110,000

### **Job Description**

Under the President/Executive Director's general direction, the Director of Resident and Supportive Services is responsible for overseeing all phases of the Resident Services Program, including the Supportive Services Program. Through the Resident Services Program, Merced implements and coordinates planned social and supportive service activities for families and older adults who reside in affordable apartment communities. The Director of Resident and Supportive Services supervises the Resident Services Manager and social work interns.

The Director of Resident and Supportive Services is also responsible for developing Supportive Services care plans for individuals, families, and/or older adults living in affordable multi-family communities or owner-occupied homes, providing case management as noted in care plans, as well as implementing and coordinating the Supportive Services.

The Director of Resident and Supportive Services networks with other social service providers and other agencies to ensure that the residents and homeowners receive needed social and supportive services.

### **Duties and Responsibilities**

- Directs, manages, and administers the Resident Services and Supportive Services Programs
- Oversees the Resident Services Manager and staff, to ensure they receive training and that residents are provided needed social and supportive services
- Supervises interns and collaborates with university personnel to ensure a successful partnership
- Evaluates the work of staff and volunteers to ensure that resources are being used effectively
- Establishes and oversees administrative Resident Services procedures to meet strategic objectives set by the Executive Director and Board of Directors
- Works in collaboration with Owner-Occupied Repair Program, ensuring that each homeowner receives a supportive services assessment and the necessary supportive services/case management to enable them to stay in their homes
- Recruits and leads process of hiring resident services staff
- Works in collaboration with staff assigned to grants that may address the needs of supportive services and/or case management
- Receives, reviews, coordinates, and replies to all correspondence in a timely manner
- Creates a network of contact persons in community organizations to facilitate linkages to resources and referrals
- Identifies, tracks and reports programmatic outcomes
- Attends and participates in trainings, conferences, outside meetings, and Merced staff meetings
- Promotes program innovation and best practices

### **Job Requirements**

- Master of Social Work degree
- Possesses or is working toward a valid or current LCSW or LMSW within 1 year of hire

- Four years' experience in social work with individuals and families with low incomes
- Must have reliable transportation with a Valid Class C Texas driver's license and current automobile insurance
- Successful completion of training and background screening

### **Knowledge, Skills, and Abilities**

- Ability to manage employees by Merced Housing Texas core values
- Knowledge of community services designed for families, young people, and older adults
- Ability to make psychosocial assessments and develop and implement viable care plans
- Possesses both administrative and interpersonal skills and can perform responsibilities with a confident and supportive manner
- Knowledge of human behavior and performance; individual differences in personality, and interests; learning and motivation; psychological research
- Ability to share or keep confidential information as appropriate
- Bilingual in Spanish and English – verbal and writing skills
- Strong verbal, listening, and interpersonal communication skills
- Ability to document pertinent information clearly and concisely
- Good organizational and time-management skills with attention to detail
- Knowledge of project planning, contract management, and general administration
- Strong computer skills with proficiency in Microsoft Office programs (Excel, Word, Outlook) and ability and willingness to learn new technology platforms as required
- Ability to work some weekends and evenings, as needed
- Ability and desire to continually learn and elevate skills and practices
- Must be a self-starter who works well with minimal supervision
- Ability to research and interpret guidelines and policies as they apply to related program actions
- Ability to make presentations and provide information to Merced staff
- Ability to research, generate studies, draw conclusions, and make recommendations

### **Physical Requirements**

- Includes occasional lifting/carrying up to 30 pounds. Visual acuity and manual dexterity necessary to operate a computer keyboard and basic office equipment
- Working conditions in office, housing community, and/or single-family neighborhood environment

### **Compensation:**

- Annual salary range of \$95,000 – \$110,000, dependent on background and experience
- Monthly health insurance premium
- Simple IRA contribution match up to 3% of salary
- Generous sick, vacation, and holiday pay

Merced Housing Texas is an equal-opportunity employer and is committed to a culture that prioritizes and values diversity, equity and inclusion for staff and the people we serve.

***If you are interested in joining a collaborative team that is deeply committed to our mission of providing affordable housing with supportive services, please send your résumé to [norma@mercedhousingtexas.org](mailto:norma@mercedhousingtexas.org).***