

Community League of the Heights
New York City, NY
Director of Social Services
PACT Renaissance Collaborative Program

Introduction

The Community League of the Heights (CLOTH), a nonprofit, community-based, community development organization, has served the communities of Washington Heights, Hamilton Heights and Inwood for over 67 years. From its inception as a block association on West 159th Street, CLOTH has worked to provide a comprehensive range of services for its neighbors, expanding its programming over the years to encompass affordable housing development, tenant and community organizing, after-school programs, nutrition, job training, primary health care, and education, among others. Over the years, CLOTH has developed more than 1,200 units of affordable and supportive housing. The Organization also conceived, developed and now partners with a 6th to 12th grade New York City Public School, the Community Health Academy of the Heights. In all of its work, CLOTH continues to operate under the guiding principle: “Our doors are always open to neighbors in need.”

CLOTH seeks to hire a Director of Social Services to design, implement and manage the day to day the social service component of its PACT Renaissance Collaborative Program (PRC). The PACT Renaissance Collaborative Program (PRC), part of the New York City Housing Authority’s Permanent Affordability Commitment Together (PACT) program, is an initiative designed to provide comprehensive upgrades to 1,700 apartments in 16 Public Housing developments in Manhattan. PRC will enhance the buildings’ elevator, security, and heating systems and other needs identified by residents through a collaborative process that will take place over the next few years. CLOTH is the lead social services provider for the PRC program and is responsible for developing and implementing a new comprehensive model for delivering services in each of the developments.

Reports To: Executive Director

Schedule: Full-time

Start date: ASAP

Overall Responsibilities

1. Lead the design and implementation of a new social services model for the residents located in the 16 Public Housing developments managed by PRC.
2. Effectively lead a team of 2-3 Resident Services Coordinators who are responsible for engaging with residents and assisting them with connecting to the services they need.
3. Create linkages with new external partners or engage existing partners to deliver services customized to the residents needs.
4. Collaborate with PRC partners to ensure the voice of the residents is considered during the construction process and after.
5. Actively participate in weekly meetings with other PRC partners and offer ideas and recommendations to ensure the quality of life of residents is maintained at a high level.
6. Create a positive relationship with resident associations and resident leaders and ensure their concerns and questions are addressed.

7. Negotiate service contracts with external providers.
8. Monitor external service providers performance and ensure they are adhering to their service contracts.
9. Create and implement methods to measure the overall effectiveness and satisfaction level with programs and make adjustments as necessary.
10. Design and implement communication strategies that reach and engage a large majority of the residents.
11. Be an engaged and active member of the CLOTH leadership team who is seen as a role model by other staff members.
12. Coordinate fundraising activities including researching and writing grant proposals.
13. Manage program budget and ensure that funds are spent according to program requirements and are within the annual budgeted amount.

Day to Day Responsibilities

1. Manage the day-to-day activities of the PRC Social Services Program.
2. Recruit and hire staff as needed.
3. Supervise social service staff and consultants
4. Design, administer and analyze resident satisfaction and needs surveys in each PRC development.
5. Engage resident leaders and resident association members to support programs and recruit participants.
6. Plan and facilitate assemblies and meetings with residents.
7. Establish and maintain working relationships with key NYCHA management and program staff.
8. Establish and maintain working relationships with existing and future service providers
9. Manage marketing and outreach, including the regular updates of PRC webpage and social media platforms.
10. Maintain all records and regularly update record-keeping systems and policies. Monitor budget and ensure dollars spent are within budget guidelines.

Required Qualifications

1. Master's Degree in Social Work with an LPC or LCSW
2. 3+ years of management experience
3. 3+ years of social work experience
4. Experience in program design and implementation
5. Bilingual in both written and oral communication – Spanish and English
6. Experience with working with youth and senior citizens
7. Experience in community relations
8. Ability and experience in working in a fast-paced team-oriented environment
9. Experience with managing program budgets
10. Proficient in all Micro Soft Office Applications: PPT, Word, Excel
11. Excellent presentation skills
12. Strong oral and written communication skills
13. Excellent problem solver
14. Ability to work closely with people of diverse backgrounds, ages, and cultures

Other Experience Preferred

1. Experience with tenant organizing and tenant services
2. Knowledge of New York City public housing and neighborhoods
3. Experience and ability to work largely independently while managing multiple projects and competing priorities

To apply:

To apply, please send your resume and a cover letter to Debra Keenan at dkeen@cloth159.org. Applications must be received by October 15, 2020.

CLOTH is an equal opportunity employer. We strongly encourage and seek applications from women and people of color including bilingual and bicultural individuals. Applicants will not be discriminated against because of race, color, religion, sex, national origin, ethnicity, age, disability, sexual orientation, gender identity or expression, or any other characteristic protected by law.