

## Job description

### About us

YMCA of Paterson is a medium business in Paterson, NJ. We are professional, agile and our goal is to  
Company Description The YMCA of Paterson is a non-profit organization based in Passaic County, New Jersey, dedicated to promoting values and providing educational, recreational, and residential programs for people of all ages. The organization serves a high-needs community in Paterson, offering services in Youth & Family, Health & Wellness, and Housing divisions. One of the key programs the YMCA of Paterson focuses on is providing housing to critically homeless individuals'. The YMCA mission is to provide safe, decent, affordable housing to low- income adults in the Paterson communities to encourage self-improvement and self-sufficiency among our residents. We operate 148 residential units and offer comprehensive support services and education resources to adults, and senior residents..

Our work environment includes:

- Modern office setting
- Food provided

### Supervisor of Residential Services

YMCA, Resident Services program promotes opportunity and independence for YMCA residents through a combination of strategic programming, individual support, and community partnerships. Our Resident Services goals include housing stability, economic and educational development and mobility, health and wellness, and population-specific services (children, youth, parents, seniors, veterans). The Director of Resident Services (DRS) is responsible for designing, directing, and evaluating an effective, data-driven resident services system and engaging residents, Resident Services staff, partners, and volunteers to deliver consistent, replicable, and scalable outcomes.

Key responsibilities of the DRS include: Assessing community needs; establishing goals for resident outcomes; cultivating and supporting a robust network of partners, volunteers, resident leaders and public agencies; creating a positive collaboration between residents, property management and other stakeholders; evaluating and reporting outcomes; creating shared expectations and protocols.

A successful DRS will be highly motivated to support residents to live stably in their housing and to thrive in the community; be extremely well organized and efficient; have a track record in recruiting and supporting partners and in establishing systems of assessment, collaboration, coordination, and evaluation. Exemplary experience managing human services programs, working under an Executive Director/Board of Directors structure, evaluating data, and producing outcomes is optimal.

### Job Duties

- **Assessment:** Create systems to document and assess resident needs utilizing individual- and community-level data, conduct resident surveys and focus groups, establish resident leadership forums. Produce actionable reports to inform partners, YMCA staff, and Board leadership.
- **Goals:** Establish long-term, comprehensive goals for resident services using assessment data and stakeholder feedback to create a roadmap for the overall portfolio and each property.

- **Resources:** Identify, cultivate, and manage resources that help achieve organizational goals, including non-profit service providers, government agencies, donors, and volunteers. Work closely with the Executive Director and staff to provide content for grant applications and reports.
- **Program Delivery:** Match resources to identified resident needs, establish partnership roles and responsibilities, monitor program delivery, and track outcomes. Evaluate and assess the outcome of resident services programs and develop pathways to success. Prepare and manage budgets.
- **Engage Residents:** Conduct robust resident outreach to foster maximum participation in resident services programs and increased utilization of available resources. Support a positive sense of community and mutual respect between residents, WHF staff, and property management staff.

#### Skills Required

- Five-plus years of increasing leadership positions as a manager of human services systems and programs. Strong track record in planning and executing efficient and effective human services programs and producing replicable, scalable outcomes.
- Proven leader able to organize and motivate a diverse team of staff, clients, and partners.
- Strong organizational skills and a proven ability to communicate effectively.
- Proficiency in program planning, data collection, data analysis, and reporting outcomes.
- Articulate and persuasive in written and oral English. Fluency in other languages desirable.
- Graduate degree in public policy, human services, program management or equivalent experience preferred. A Master's Degree in Social Work is highly desirable.
- Proficient in Microsoft Office applications including Word, Excel, and PowerPoint.
- Good listener, collaborate problem solver, good team spirit.
- Experienced in piloting new programs and responding to changing opportunities and challenges.

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance

- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- Monday to Friday
- Weekends as needed

Ability to Commute:

- Paterson, NJ 07505 (Required)

Ability to Relocate:

- Paterson, NJ 07505: Relocate before starting work (Required)

Work Location: In person