



## **RESIDENT SERVICES DIRECTOR** **JOB DESCRIPTION**

The Resident Services Director (RSD) is a key member of the BJS team and is the primary point of contact for residents in their facility. The primary function of the Resident Services Director (RSD) is to provide on-site responsive assistance and proactive support to residents in enhancing the quality of their daily lives through programs, services and activities that best suit their needs. This position, living within the facility, provides tenants with accessibility and information about local services and resources that can assist the residents achieve their objectives. Reporting to the BJS COO, the RSD is an integral part of the housing and property team and plays a critical role in the overall positive maintenance of the property for the enjoyment of its residents and the respect of its neighbors. The RSD must continually demonstrate the BJS Foundation's mission and philosophy through their work with residents and other management staff.

With a dedicated focus on high-quality resident services, this position also works cooperatively with property management to link the community and its residents with relevant services that enhance independent living and improve the quality of life for adults "55 and better."

### **GENERAL RESPONSIBILITIES:**

- Direct and coordinate the planning and implementation of Gracious Living Services optional packages for residents including but not limited to food services; light housekeeping; BJS utilities.
- Oversee and/or direct on-site resident services including meals, snacks, phone, cable, beauty salon, and transportation.
- Develop, plan, schedule, and implement resident activities/events; create monthly calendar of activities/events. Conduct resident surveys and input groups to evaluate and implement on-site activities and programs.
- Provide crisis intervention and/or emergency assistance either through direct service or appropriate referral. There may be occasions of an emergency with a resident during non-office hours where the RSD needs to call for permission to gain family/emergency contact information. Utmost regard for the privacy of the resident must be maintained.
- Monitor program budgets; produce budget reports as needed. Deposit monies related to BJS utilities and/or activities. Submit daily reports of deposits as appropriate. Maintain database of Utility customers. Assist with the starting/stopping of utility services for residents.
- Recruit, organize and motivate volunteers to assist in program delivery. Lead classes/activities when volunteers or outside sources aren't available.

- Identify and maintain a database of relevant service providers based on community needs assessment, i.e., health care maintenance, financial and estate planning, computer learning.
- Welcome new residents and explain to them the resident services program, its offerings, and the RSD role in providing information and support in assisting residents interested in accessing local service resources.
- Identify and maintain a database of resources to provide emergency rental and food assistance to households in cooperation with Property Management.
- Assist residents in developing community building skills via formation of resident associations, clubs, teams.
- Conduct annual community needs assessments (in cooperation with property management).
- Supervise subordinate staff if appropriate.
- Assist in identifying fund-raising opportunities for site-based services and activities.
- Prepare and produce reports on program outcomes as determined by the Owner
- Assist Management with light office duties, such as answering phones, resident requests.
- Other relevant duties as determined by the Owner and Management.

#### QUALIFICATIONS

The skills and qualifications necessary for success in this position include, but are not limited to:

- Genuine compassion for the well-being of others especially the quality-of-life for those 55+ years. Past work experience with seniors is a plus.
- Must be able to live on-site at assigned facility.
- Ability to build authentic trust relationships quickly.
- Organizational skills to develop plan and implement various activities at the same time.
- Ability to deal with resident questions and concerns in a calm and empathetic manner.
- Must demonstrate responsiveness and sense of urgency in dealing with residents' questions and concerns.
- Must be able to maintain confidentiality of all resident information and avoid all inappropriate information-sharing and gossiping.
- Must demonstrate courtesy, respect and cooperation with all residents, property management, vendors, neighbors and others they encounter while in this role.
- Must be proactive, resourceful, and innovative to design resident services that will be viewed by residents as valued, beneficial, progressive and relevant.
- Must be comfortable with computer technology and demonstrate basic skills needed for reporting and record keeping.
- Must demonstrate good business sense in managing budgets and expenditures.
- Must be able to work independently with limited supervision.
- Must have knowledge of applicable state and federal regulations.
- Experience in activities such as crafting, music, cooking, etc. is a plus.

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