



Position: Director of Community Life - Cleveland

Location: Cleveland, OH

About The Community Builders:

The Community Builders, Inc. (TCB) is a nationally recognized nonprofit developer, owner, and manager of affordable and mixed-income residential and commercial properties. We envision a world with vibrant, safe and inclusive neighborhoods in which all people live in healthy homes with equitable access to resources and opportunities to pursue their dreams. Our mission is to build and sustain strong communities where all people can thrive. We realize our mission by developing, financing, and operating affordable, mixed income residential communities, neighborhood amenities and resident opportunity programming. Founded in 1964, TCB currently owns/manages 13,000+ units of rental housing across the Northeast, Mid-Atlantic, and Midwest.

About Community Life at TCB

Community Life (CL) is TCB's place-based model that uses stable housing as a platform for connecting families, seniors, and households with disabilities to community resources and opportunities. We engage residents in creating programs and building strategic partnerships with local stakeholders to create pathways to opportunities in early education, economic mobility, youth development, voting registration, health, and resident leadership. Community Life's goal is to create equitable access to community supports, resources, and opportunities for all residents so that everyone can thrive. The successful candidate will have a chance to join in a once-in-a-generation neighborhood transformation process made possible through a federal Choice Neighborhood Implementation Grant.

About Choice Neighborhoods Implementation Grant (CNI)

The federal Choice Neighborhoods Initiative leverages significant public and private dollars to support locally driven strategies that address struggling neighborhoods with distressed public or HUD-assisted housing through a comprehensive approach to neighborhood transformation. Local leaders, residents, and stakeholders, such as public housing authorities, cities, schools, business owners, nonprofits, and private developers, come together to create and implement a plan that unleashes the full potential of communities by revitalizing severely distressed public and/or assisted housing and catalyzing critical improvements in the neighborhood, including businesses, services, and schools.

Woodhill Homes: The Cuyahoga Metropolitan Housing Authority and the City of Cleveland were awarded a \$35 million FY 2020 Choice Neighborhoods Implementation Grant for the Buckeye-Woodhill neighborhood. In 2018, the Housing Authority, City, and community partners secured a Choice Neighborhoods Planning award. Now through the Choice Neighborhoods Implementation Grant, the partners are moving from planning to action. The lead grantee (CMHA) and their partners will: create 638 new, mixed-income rental units (with 162 project-based voucher units); develop a new health clinic, early childhood education center, and retail space on a commercial corridor; rehab owner-occupied housing and infill vacant lots; and connect residents to employment, health, early learning, and education opportunities. TCB has lead responsibility for the design and implementation of the Housing and People strategies.

Position Description:

The Director of Community Life-PIE is responsible for leading the implementation of all aspects of the CNI People strategy, managing the Community Life team, and working in close collaboration with TCB departments, CMHA and other People leverage partners to achieve Choice outcomes and deliverables. The Director will serve as a key thought leader and decision-maker with Property Management and Real Estate Development to ensure that resident experience, agency, and opportunity are at the center of all we do from relocation to their right to return to the new apartment buildings. The Director will work closely with internal TCB teams of Development and Property Management, and CMHA on implementing the Right to Return process for original residents, prioritizing a successful lease up and moving in experience for residents moving to the new buildings. A key priority of the Director will be to design and implement strategies to support and engage with residents living in Woodhill Homes new developments or offsite. A mobile resident services and engagement strategy will be developed to ensure consistent communication, services and support to residents relocated to other CMHA buildings or other parts of Cleveland. Under the direct supervision of the vice president of Community Life, the Director will:

Create a support system for legacy and new residents with strong connections to services, resources and opportunities in close coordination with Choice leverage partners:

1. Supervise, coach and mentor 2 managers and 1 Lead Service Coordinator to work in close collaboration with partners to ensure that residents are connected to the services, resources and opportunities they need to thrive.
2. In close coordination with property management, ensure the implementation of the TCB Housing Stability Standard of Practice.
3. Ensure CLSCs complete move-in orientation, as well as schedule follow-up appointments to provide continued education and support to residents for managing their new apartments, including showing them how to use their new appliances, devices, and technology.
4. Work with PM to equip the CL office with the appropriate furniture, technology, conference space, etc. in each building phase.

Make data-informed decisions regarding service coordinator work, engagement opportunities, & People partnerships

1. Develop and implement a rigorous PIE plan for the CLSCs to work with the People leverage partners to achieve CNI PIE outcomes, specifically the plan will include the strategies, activities, and partners under each outcome: early education, financial stability, housing stability, housing stability, resident engagement and mobile engagement to accomplish PIE outcomes by 2025.
2. Ensure that CLSCs are using Family Centered Coaching or Motivational Interviewing to meet with families to complete or update FSP on a continues basis.
3. In coordination with Lead Service Coordinator, ensure that the mobile resident services strategy is implemented consistently and weekly accurate data is being entered into CL Connect by all CLSCs.
4. Oversee the continued implementation of the resiliency training and support group for staff.
5. Work closely with Research & Evaluation team and CL team to identify and develop dashboards to consistently share with CMHA and core partners reflecting progress on resident engagement and progress on meeting Choice outcomes. Prioritize the creation of a mobile engagement dashboard, reflecting home visit engagement.

6. Work closely with the CNI Operations Team, Strategy Team, Steering Committee, Working Groups and other partners to develop processes that are helping to advance the progress of the initiative.
7. Review FSP and target for services report in CL Connect to identify what leverage partners are needed to support resident/families to achieve their goals.
8. Monitor progress during monthly meetings with partners and CLSCs, as well as in weekly team meetings with Lead Service Coordinator and Managers.
9. Develop and monitor progress of the PIE Strategic plan outlining strategies, activities and partners to meet CL and PIE outcomes by 2026.
10. Report on progress during HUD monthly and yearly meetings, as well as the Steering Committee and other Choice meetings to fulfill grant commitments.
11. Establish and maintain relationships with local philanthropic and funding community to help sustain key components of Community Life.
12. Document and maintain accurate and up-to-date records in CL Connect.

Manage internal operations effectiveness and efficiency.

1. Collaborate with Development and PM on design and location of CL offices in different phases.
2. Provide supervision and professional development opportunities to direct reports.
3. Activate TCB values of Integrity, Community, Dedication, Collaboration, and Sustainability into team culture. Monitor tasks, completion of assignments, and work quality of all employees and respond accordingly where improvement is needed. Manage calendar and time-off schedules, approval of timecards.
4. In close collaboration with the Director of Grants Management, oversee the Choice and other site-level grant budgets to ensure adherence to budget requirements. This includes participating in monthly budget meetings with Grants Administration & Accounting.
5. Support fundraising strategy for sustainability of Woodhill Choice work. Handle administrative tasks such as Amazon approval and Yardi invoices.
6. Implement a consistent system for orienting, training, and mentoring staff that includes completion of TCB-U training, motivational interviewing, trauma-informed care and other opportunities as needed.
7. Work with Director of Health & Housing, identify opportunities to increase CLSC eligibility and participation in the BHP hub.
8. Lead effective internal communications with key leadership and between departments: property management, development, asset management.

Knowledge, Skills, and Abilities:

- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment and team culture.
- Demonstrated leadership ability and interest in motivating and energizing staff while implementing a multifaceted strategy that is being tested to refine the TCB model.
- Ability to build and maintain positive relationships with a wide variety of stakeholders, including but not limited to: senior staff, volunteers, interns, community partners, organization donors, media.
- Ability to be flexible and pivot when new priorities arise.
- Ability to engage, communicate and collaborate with residents of diverse socioeconomic and cultural backgrounds.
- Willingness to work in the community, enter residents' homes, and meet residents where they are to provide them with the support needed.

- Ability to collect, track and understand data to assess programs and partnerships and inform strategies Operate on time, with consistency and a high level of integrity and professionalism; provide excellent customer service to residents and partners.
- Excellent organizational, communication, and problem-solving skills.
- Strong personal initiative, attention to detail, and ability to work independently required.
- Evening and weekend engagements are required.
- Comfort working in a start-up environment.
- Entrepreneurial, creative with an interest in guiding an initiative through uncharted waters.
- Knowledge of federal, state, and local policies affecting housing is a plus.

Education & Experience:

Master's degree in a relevant field of study, with skills and 7+ years of experience social service delivery or a related field. Previous engagement, communication, and collaboration with residents of diverse socioeconomic and cultural backgrounds required. At least 4 years of progressive leadership and experience supervising staff to accomplish common goals and objectives. Experience managing to outcomes and using data to see trends and inform strategic decisions. Experience working with data management software is a plus.

Benefits

- Medical, dental, and vision insurance
- Employer contributions to Health Savings Accounts
- Company paid Life & Disability Insurance
- 403(b) retirement plan with company match
- Tax-advantage accounts: commuter/parking, medical & dependent care FSA
- Hospital & Critical Illness Insurance
- Confidential, 24/7 Employee Assistance Program
- 12 Paid Holidays & tenure-based PTO accruals

Anticipated salary range for this position is \$90-\$100K

Interested candidates are asked to send a cover letter and resume to:

Elizabeth Gonzalez Suarez, Vice President of Community Life

elizabeth.gonzalez.suarez@tcbinc.org

www.tcbinc.org

The Community Builders is an equal opportunity employer.