<table>
<thead>
<tr>
<th>Job Title</th>
<th>Community Impact Manager</th>
<th>Department</th>
<th>Community Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLSA Status</td>
<td>Exempt</td>
<td>Team</td>
<td>Programs and Services</td>
</tr>
<tr>
<td>EEO Code</td>
<td></td>
<td>Reports to</td>
<td>Director of Community Impact and Programs</td>
</tr>
<tr>
<td>Internal/External Focus</td>
<td>External Relations</td>
<td>Hire Date</td>
<td>TBD</td>
</tr>
</tbody>
</table>

ABOUT IHO
Innovative Housing Opportunities, Inc. (IHO), formed in 1976 and located in the City of Santa Ana is an award-winning nonprofit organization serving low to moderate income households throughout Southern California with high-quality affordable housing, services, and economic empowerment opportunities. We are accepting applications for a full-time Community Impact Manager to work on our programs and services team. The successful candidate will share IHO’s core values and commitment to create comprehensive mixed-income, mixed-use, and mixed-population communities where residents can dream of and reach for new possibilities.

POSITION SUMMARY
The Community Impact Manager is a vital member of Innovative Housing Opportunities (IHO). The Programs and Services team works closely with the Real Estate Development (RED) department and is responsible for oversight of resident services and programs that promote education, leadership, health and wellbeing, and community and economic resiliency. Under the direction of the Director of Community Impact and Programs, the Community Impact Manager is responsible for the oversight of the coordination and delivery of programs and services offered for the benefit of low to moderate-income residents of all ages and backgrounds. This position serves as a liaison between IHO and third-party service providers at IHO properties and will advocate for delivery of high-quality services for our residents and program participants. Additionally, this role is responsible for the development of collaborative relationships with outside services to bring robust and relevant programming to IHO’s properties. The Community Impact team works with third-party property management and other service providers’ staff to assure an exceptional, seamless, and integrated housing experience for residents and program participants.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Oversight & Delivery
- Oversee the implementation and coordination of programming, ensuring that all programs and services meet the highest standard of quality and comply with all regulatory agreements and funder requirements.
- Assist in the development of pilot programs and related tools and outcome measurements to expand program offerings to meet identified resident needs.
- Create and build the volunteer program with risk management policies and procedures embedded, oversee work performance, and coordinate volunteers as identified for specific sites; train volunteers and interns as needed to deliver services and resolve issues.
- Provide input in the development of resident services budgets and responsible for monitoring budgets and reporting on variances.
- Assists in the development and implementation of resident services programs policies and procedures.
- Network with community service agencies, schools, and other providers, to expand existing programs and to create new program ideas that involve partnerships and collaborations.
- Collaborate with local colleges and universities to enlist students, interns, and make linkages where
assistance is needed at the corporate office and at IHO communities.
• Design and implement evaluation tools to assess quality of services and resident satisfaction with programming.
• Responsible for visiting all IHO properties on a regular basis to ensure program quality assurance and fill-in as necessary to assist with coordinating services delivery and special programs.
• Develop and maintain cooperative relationships with property managers, service providers and residents; coordinate regular meetings to ensure optimal quality of services for residents.
• Participate in professional development and trainings, as directed.

Community Assessment
• Create and manage an ongoing database of quality programs, services, best practices, and other resources for the various resident populations we serve, regularly update.
• Conduct community asset/resource mapping and outreach of all IHO properties, including prospective projects.
• Assist RED team in assessing feasibility of prospective and new projects.
• Participate in community engagement activities, as directed.

Administrative
• Collect, measure, and evaluate program outcomes; Analyze and utilize data as basis for ongoing program improvement.
• Collect and develop impact stories, data, and photographs to support IHO’s Strategic Plan and marketing efforts.
• Participate in the creation, monitoring of compliance of funding reports and budgets for resident service programs.
• Develop and maintain a resident resource directory of social service and program providers, including provider local to our properties.
• Assist with new tenant lease up process, as directed.
• Participate in regular check-ins with supervisor, as directed. Work with other IHO departments, as needed.
• Other duties as assigned.

KNOWLEDGE/SKILLS/ABILITIES
• Detail oriented and mission driven.
• Perform ethically and set appropriate boundaries in order to uphold the integrity of the work and maintain professionalism.
• Understand housing rules and regulations such as Fair Housing, the Americans with Disabilities Act, Housing First and reasonable accommodation, etc.
• Have knowledge of entitlement programs and other federal, state and community resources.
• Understand confidentiality and disclosure requirements, disability and other legal standards.
• Possess excellent organization skills – developing systems, procedures, calendars, files, etc.
• Possess excellent oral and written communication, including active listening, and conflict-resolution skills.
• Possess excellent interpersonal skills for establishing and maintaining effective working relationships with other staff, partners, key stakeholders, volunteers, residents, the public, etc.
• Be a team player and collaborator – with staff, residents and the greater community.
• Participate in ongoing professional development, best practices and industry trainings.
• Excellent critical thinking skills; Ability to work through ambiguity to find answers.
• Ability to multi-task and establish appropriate work priorities.
• Ability to see both specific situations as well as the ‘big picture’ is essential.
• Ability to conceptualize and strategize; willing to actively consider new and innovative opportunities.
• Ability to work independently and as a member of a team; Ability to lead or to take and follow directions when necessary.
• Ability to track and self-manage assignments as well as report on the status and progress of those assignments and goals.
• Able to shift priorities and assignments with little notice and based on changing circumstances; Able to work under pressure.
• Demonstrates a high degree of initiative, responsibility, and accountability.
• Ability to work congenially with and through a wide variety of personality types, individuals, community-based organizations, governmental entities, internal and external stakeholders.
• Willingness to do "whatever it takes" to get the job done, including working occasional nights and weekends with deadline driven work.

WORKING CONDITIONS
A. Work Environment
   1. Requires off-site travel to properties in assigned portfolio including some after hours and weekend work.
   2. Valid driver’s license and access to reliable vehicle required.

MINIMUM QUALIFICATIONS
• Education – bachelor’s degree in social science, social work, education, or related field, or equivalent combination of education and/or experience.
• Minimum 2 years of experience in program development and management and/or staff management required. Training or experience in working with diverse cultures and specific populations and varying acuity levels, depending on the property.
• Knowledge of eligibility and procedures of federal and state entitlement programs and legal liability issues relating to service coordination.
• Crisis and mental health experience desired.

BENEFITS
• Complete insurance coverage – medical, dental, and vision; Safe Harbor 401(k) with company contribution; ample paid time off; company holidays; flexible work week schedule; Equal Opportunity Employer

Note: Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

If you are interested in applying, email your resume with a cover letter attached to: Jobs@InnovativeHousing.com no later than 5:00pm, Friday, August 28, 2020. No phone calls or recruiters please.