

Resident Services Director

As a core member of a growing team, The Kelsey is looking for a Resident Services Director to launch our Inclusion Concierge program in San Jose, San Francisco, and beyond.

About The Kelsey

Based in San Francisco, operating nationally, we are a team of people with and without disabilities creating a disability-forward housing future. This means that we pioneer housing solutions that center on disability access, inclusion and equity, which opens doors to more affordable homes and opportunities for everyone. We have 240 homes in our pipeline and lead policy, advocacy, and field-building initiatives to support market conditions to make inclusive housing the norm.

We are a learning organization committed to supporting remote and non-traditional candidates and helping them thrive. We aim to foster an access-centered, ambitious work environment and also are always challenging ourselves to be even better at meeting these goals for our team members.

About the Role

We are hiring a leader of our Inclusion Concierge program that operates within our housing projects. For this role, you will:

- **Launch Resident Services Program:** For our first two housing projects under development, you will implement our Inclusion Concierge Program, a resident services program designed by people with disabilities to support them living independently and within a community where they belong.
- **Manage Inclusion Concierge Staff:** In 2023 and 2024 we will be hiring full-time staff to work on-site at our housing projects. The Director will be responsible for hiring, training, and managing these staff members and ensuring they have the tools needed to be successful.
- **Provide Resident Services Technical Assistance:** In parallel to implementing the Inclusion Concierge program at our housing sites, you will support other partners across the United States in implementing more disability inclusive resident services programs in their housing projects through delivering training and technical assistance projects to partner organizations

Within the first 3 months, as Director of Resident Services you will understand the landscape of service providers and other community connections within San Jose. You will have made a curated list of resources for future residents to access when they live at The Kelsey Ayer Station.

Within the first 6 months, you will have started the recruitment process for the first Inclusion Concierge staff at The Kelsey Ayer Station. You will have developed a process to attract talent that will be both excellent service coordinators and talented at building informal support networks for future residents. You will have refined existing training programs to help all on-site staff create a more disability inclusive, welcoming environment for all residents.

About You

We're looking for someone with passion and drive to make an impact, be innovative, and collaborative in creating a disability-forward future. The key traits that are most important in this role are:

- Has independently project managed the launch of something new
- Has experience in managing external partners and willingness to advocate for the needs of the organization and future residents
- Finds delight in identifying neighborhood/community resources; a natural connector between people and service systems
- Deep understanding of delivering direct human services
- Vision for creating environments that foster hospitality and community with thoughtful local context to the city and region

We need people with and without disabilities from diverse backgrounds, lived experiences, and skill sets to live out our mission at The Kelsey. We strongly encourage people who have felt the impacts of the nation's housing crisis to apply. This includes but is not limited to people most impacted by racism, ableism, homophobia, transphobia, xenophobia, classism, and other forms of oppression.

What We Offer

The salary range for this position is \$80,000 to \$115,000. We offer benefits such as robust health coverage and four weeks of vacation and family leave. This position will initially be a hybrid work position with presence needed in San Jose 3 times a week. Starting in 2024, your presence will be required often in San Francisco. Additional travel to new markets or partner projects may also be required.

The Application Process:

Please fill out [this application form](#). It consists of a few questions to gauge whether you meet the key traits listed above. We are reviewing applications on a rolling basis starting on October 14th. We encourage you to submit your application by November 16th.

We will schedule interviews starting the week of November 28th. We'll be evaluating everyone for the traits listed in the job description. We want to see you at your best and fairly assess the candidates, so we'll tell you our interview questions in advance!

For candidates that make it to the final round, we'll ask you to spend 2 hours on an assignment related to the role. We aim to extend a final offer for this role in late December
If you have any access needs or accommodations for the interview process, please don't hesitate to email us at molly@thekelsey.org. Requests will have no impact on the selection process.