St.Nicks Alliance
Where Opportunity Grows

Residential Support Manager

Who we are:

St. Nicks Alliance, a North Brooklyn based community organization, seeks to transform lives of low- and moderate-income people through employment, education, housing, elder care and social services. We do this by delivering impactful services with measurable outcomes to children, adults, and the elderly. As a civic anchor, we carry out this mission within the context of building a sustainable community for all people through the arts, environmental advocacy, and urban planning.

We are currently seeking a **full-time residential support manager** for our 89 Maspeth Avenue location in Williamsburg, Brooklyn.

What you'll do:

- Provide individualized housing stabilization and financial empowerment support to tenants experiencing financial, employment, benefits-related, or other barriers to housing stability
- Use trauma-informed and strengths-based approaches, assertive engagement, motivational interviewing, and harm reduction to build trusting relationships, support tenant choice and self-determination, and help tenants establish and achieve individualized financial, employment, and housing stability goals
- Work with tenants to identify employment and income-growth goals, support employment efforts, and make referrals to workforce development, job training, employment, and other income-building programs
- Provide financial coaching related to household budgeting, prioritizing rent and essential expenses, managing expenses, savings, debt reduction, credit improvement, and long-term financial stability
- Collaborate with property management to address tenants experiencing rental arrears or financial hardships to identify contributing factors and develop individualized payment plans and stabilization strategies in collaboration with property management and other staff
- Assist tenants with applications, renewals, and recertifications for public benefits, income support, rental assistance, and other resources; help gather, organize, and submit required documentation and follow up on applications and advocacy matters
- Conduct proactive outreach and assertive engagement with tenants at increased risk of housing instability and support early intervention before concerns escalate
- Conduct routine and bi-annual apartment inspections with tenants and assist with coordination of repairs with maintenance and property management
- Assist with apartment viewings, admissions, move-ins, and program exits; ensure required leases, income documentation, and residential support records are current
- Support tenants with utility account setup and payment coordination, and assist with other household needs that affect housing stability
- Participate in interdisciplinary case conferences and collaborate with case managers, clinical staff, property managers, workforce providers, legal providers, and community partners
- Maintain accurate tenant records and perform other duties as assigned by the program director and assistant director of Operations

Physical Requirements

- Ability to sit, stand, and walk for varying periods throughout the workday
- Ability to occasionally lift, carry, or move materials weighing up to 20 pounds
- Ability to climb stairs, bend, reach, and navigate residential and office environments
- Ability to travel between program sites and community locations as needed
- Ability to assist with emergency procedures as needed
- Ability to operate computers and standard office equipment

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What we are looking for:

- Bachelor's degree preferred in human services, public administration, social services, or a related field
- At least one year of experience in social services, supportive housing, benefits navigation, financial empowerment, or employment services preferred
- Computer proficiency, including Word, Excel, data entry, and case management/ residential management systems
- Ability to collaborate effectively with property management, case management, workforce programs, fiscal, and community-based providers
- Effective written and verbal communication skills
- Ability to work independently, manage multiple priorities, and exercise sound judgment
- Knowledge of public benefits, employment/workforce resources, housing resources, and community services affecting low-income households preferred
- Bilingual in English/Spanish preferred

What's in it for you:

- compensation range: $60,000-65,000 per year *(The actual compensation will depend on a variety of job-related factors which may include geographic location, work experience, education, and skill level.)*
- competitive benefits package (medical, dental, vision, 401K)
- 12 company paid holidays; paid vacation, sick, and personal time off
- learning & development opportunities and access to wellness programs

How to apply:

Applicants should send a cover letter addressing what qualities you have that fit this role, a current resume and a cover letter to **csh@stnicksalliance.org**

St. Nicks Alliance is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, national origin, religion, sex, gender identity, age, disability, alienage or citizenship status, ancestry, marital status, sexual orientation, veteran status, or any other status or characteristic protected by applicable federal, state or local laws.

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