



Empowering families for nearly 25 years

by providing safe, high-quality, affordable housing

and support services.

Memorandum

Date: December 4, 2017
To: All Staff
From: Jennifer Martinez
Re: Position Announcements

Position: Vice President of Communications and Fund Development
Location: Home Office- San Antonio, Texas
Posted: October 16, 2017
Comments: Oversees and coordinates organizational branding and all media. Develops messaging and organizes and hosts organizational events to promote mission of organization and to fund development. Directs and oversees efforts for grants. Collaborates with other executive leadership in achieving organizational objectives. Exercises supervision over assigned staff.

Essential Job Functions

- Collaborate with CEO/Executive Director, Executive Management Team and Board of Directors to develop and execute communication strategies to broaden awareness and understanding of Prospera, both locally and nationally.
- Oversee fiscal administration, marketing and fundraising budgets, strategic plan execution, development and execution of departmental annual work plan.
- Execute communications and fundraising portions of strategic plan and collaborate with EMT for fundraising initiatives for corporate investors and partners.
- Collaborate with VP of Resident Services and VP of Property Management to assure delivery of Social Determinates of Health (SDOH) as outlined in the touring and fundraising messaging.
- Maintain consistent "core" branding. Develop messaging, photography, video and collateral archive.
- Approve content for internal and external outreach and oversee all materials (web, collateral, messaging, e-newsletters, video, social, etc.). Oversee social media and maintain social media guidelines.
- Direct and oversee Communication Manager and work with Property Managers and Service Managers to build stories, social media and maximum outreach for communities in the Prospera portfolio.
- Direct press activities and events. Build and maintain press and media relationships; prepare CEO/Executive Director for press/media events.
- Oversee and implement short and long-term fundraising strategy consistent with Benevon model, including but not limited to, planning, overseeing,

8610 N. New Braunfels Ave., Suite 500 San Antonio, TX 78217-6397

P 210.821.4300 F 210.821.4303

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improving and directing tours and events to promote organization and its mission (responsible for developing invitation list, event, content, messaging, follow-up with attendees).

- Build annual plan for funding of Luncheon (sponsors, table owners, table hosts, maximize revenue, etc.). Work with Communications Manager on run-of-show to maximize revenue.
- Drive fundraising efforts with vendors, foundations, corporations, individuals, etc.
- Responsible for developing and working with corporate partners for investing, partnerships, pilots, etc.
- Oversee all pilots and partner projects (coordination, assure deliverables, troubleshoot, reports including outcomes and data, etc.).
- Work with cross-department team to maximize resident and project APPS for communication and outcome measurement.
- Drive technology (Bloomerang donor management system, Family Metrics for data and outcomes, etc.).
- Oversee critical Tribe building and outreach strategy to keep tour attendees “under tent”.
- Identify, organize and oversee processes for grant applications (identification, research, application and follow-up). Coordinate grant applications with other departments as applicable.
- Maintain financial activity and follow-through for all grants.
- Direct and supervise the Manager of Communications and Outreach (full-time) and the Administrative Assistant (full-time) including, delegating work, coaching, performance reviews, etc.
- Performs related duties and fulfills responsibilities as required.

Knowledge, Skills and Abilities General Performance

- Knowledge of fundraising techniques and methods.
- Knowledge of marketing, branding and communications strategies and objectives.
- Knowledge of mass communications principles and methods, including social media usage and development of social media messaging.
- Ability to exercise judgment to make sound communications decisions in uncertain situations.
- Knowledge of computer software applications.
- Knowledge of budget planning and administration.
- Ability to communicate effectively, both verbally and in writing.
- Ability to define and execute a communications and fundraising plan.
- Ability to work with print and electronic media.
- Ability to prepare proposals and statistical reports.
- Ability to establish effective working relationships with co-workers, board members, supervisors, consultants and the general public.
- Ability to travel out of town within Prospera’s regions and other locations as required.
- Ability to identify problems, organizational needs, and opportunities for change. Participate in the change proactively.

Physical and Mental Requirements

- Able to sit and work at a computer for extended periods of time.
- Able to stand and walk for extended periods of time, either indoor or outdoor.
- Able to stoop, kneel, bend at the waist, and reach on a daily basis and lift up to 25 pounds occasionally.
- Able to perform general office administrative activities: copying, filing, using a telephone and its functions, e-mailing, electronic scheduling, data entry, etc.
- The mental work demands include regular attendance, working well with others, verbal contact with others, noise and occasional travel by conventional means including motor vehicle and the like within Prospera’s regions and other locations as required.

Education & Experience Required

- Bachelor’s degree in communications, business, marketing or related field.
- 5-10 years of experience in communications and fundraising; Benevon experience preferred.
- Experience in a customer-focused and fast-paced professional environment.
- Significant communications experience that includes a blend of advocacy and media relations.
- A strong track record of leading an organization to achieve tangible outcomes in a competitive communications environment.
- Excellent written and verbal communication skills and presentation skills and showcase the Prospera’s mission.
- Work as an “advance team” for preliminary fundraising outreach.
- Valid Class “C” Texas Driver’s License

To Apply: Please visit our website (<http://prosperahcs.org/>) and in a cover email explain why our work inspires you, send your resume, send your LinkedIn link, send your three best strengths for this job and send 3-4 business references to:
Diane Warren – diane@bounceology.com

Position: Vice President of Resident Services

Location: Home Office- San Antonio, Texas

Posted: October 16, 2017

Comments: Develops services and programs provided for residents at Prospera’s properties in San Antonio and South Texas. Oversees and insures successful provision of such programs and services to residents. Collaborates with other executive leadership in achieving organizational objectives. Supervises, trains and directs regional services managers, service managers and other assigned staff at Prospera properties

Essential Job Functions

- Collaborate with CEO/Executive Director, Executive Management Team and Board of Directors to develop and execute services and programs for residents at Prospera’s properties in San Antonio and South Texas.
- Oversee fiscal administration, budgets, strategic plan execution, development and execution of departmental annual work plan.

- Execute services portions of strategic plan and collaborate with EMT to insure successful provision of programs and services.
- Collaborate with EMT leadership to build, train and measure excellence in services provided to residents.
- Build a plan for resident services around the Social Determinates of Health (SDOH), assuring key programs are planned, implemented and staffed at all Prospera properties.
- Working with Property Management VP, build a customer services plan including protocols, standards, training and regular measurement of standards.
- Regularly visit properties and work directly with regional and service managers in their locations and connect with residents.
- Assess program results and identify future needs at all properties.
- Establish, initiate and execute recruitment plan and procedures for services staff.
- Hire, train, manage and coach services team.
- Refine job duties and expectations of services team.
- Build and manage the administration of the services department including communication, processes, reporting, measurement and quality assurance check-points. Administrative details should not be limited to but will include:
 - a. Case management files
 - b. Activation of Family Metrics
 - c. Case plans and timelines
 - d. Annual Quality Assurance evaluations
 - e. Services Audit
 - f. Program matrix
 - g. Calendar event management
 - h. Program promotion (flyers, texting, social media, etc.)
 - i. Community partnership agreements and assure deliverable
 - j. Vendor contracts and assure deliverables
 - k. Continuing education requirements and documentation
 - l. Conferences
 - m. Training plan, materials and consistent-regular training events
 - n. Grant and pilot application information and execution
 - o. Performance reviews and coaching documentation
 - p. DATA and reporting for measurement of services outcomes
 - q. National Night Out coordination
- Coordinate closely and directly with the Property Management VP and their team to assure communication and cooperation for resident assistance, move in, troubleshooting, customer services, etc.
- Support Communications and Fund Development VP and Manager of Communications to build internal and external outreach, resident stories, social media, etc. Participate when needed with content for the website, collateral, messaging, e-newsletters, video, social, etc. Provide support for tours/events.

- Oversee all coordination with services vendors, partnerships and other community services for the benefit of the residents and to assist service managers with the resources to do their jobs.
- Maintain a communications calendar and guide team to meet deadlines.
- Performs related duties and fulfills responsibilities as required.

Knowledge, Skills and Abilities General Performance

- Knowledge of service programs and educational methods.
- Ability to plan and manage programs, events and outings.
- Ability to assess service programs and evaluate future needs.
- Ability to recruit, supervise, train and evaluate services staff.
- Ability to work independently and concurrently to perform multiple compliance projects.
- Knowledge of computer software applications.
- Knowledge of budget planning and administration.
- Ability to communicate effectively, both verbally and in writing.
- Ability to define and execute a services plan.
- Ability to prepare proposals and statistical reports.
- Ability to establish effective working relationships with co-workers, board members, supervisors, consultants and the general public.
- Ability to travel out of town within Prospera's regions and other locations as required.
- Ability to identify problems, organizational needs, and opportunities for change. Participate in the change proactively.

Physical and Mental Requirements

- Able to sit and work at a computer for extended periods of time.
- Able to stand and walk for extended periods of time, either indoor or outdoor.
- Able to stoop, kneel, bend at the waist, and reach on a daily basis and lift up to 25 pounds occasionally.
- Able to perform general office administrative activities: copying, filing, using a telephone and its functions, e-mailing, electronic scheduling, data entry, etc.
- The mental work demands include regular attendance, working well with others, verbal contact with others, noise and occasional travel by conventional means including motor vehicle and the like within Prospera's regions and other locations as required.

Education & Experience Required

- Master's degree in social work, social administration or other related field.
- 5-10 years of experience in managing and leading staff providing social services.
- Experience developing service programs.
- Experience in a customer-focused and fast-paced professional environment.
- A strong track record of leading an organization to achieve tangible outcomes.
- Valid Class "C" Texas Driver's License

To Apply: Please visit our website (<http://prosperahcs.org/>) and in a cover email explain why our work inspires you, send your resume, send your LinkedIn link, send your three best

strengths for this job and send 3-4 business references to: Diane Warren – diane@bounceology.com

- Position:** Regional Services Manager
Location: Home Office, San Antonio, Texas
Posted: November 10, 2017
Comments: The Regional Services Manager evaluates, supervises and provides administrative oversight of supportive services staff for various properties in the company's portfolio. They oversee the implementation of activities and program initiatives for Prospera Housing Community Services (PHCS) tailored to the following:
- Strengthening through Education
 - Communities Prosper
 - Economic Stability

Under the Director of Resident Services, this position conducts budget monitoring and oversees implementation resident services initiatives and policies at affordable housing properties sponsored by PHCS and other (non PHCS) properties under management contract.

The position requires thorough management of Services Managers' performance while ensuring compliance with company policies, procedures, and adherence to Quality Assurance/federal regulations. A Regional Services Manager directs integration and teamwork amongst all site staff to achieve a mission driven community.

Education/Experience:

- Bachelor's degree in social science from an accredited four-year college or university or equivalent combination of education and experience will be considered
- Ability to effectively manage a team
- One year experience/training in working with residents in assisted housing properties or prior Resident Services experience preferred
- Prior supervisory experience preferred
- Experience in human or social services with crisis intervention and conflict resolution preferred

To Apply: Please email resume to Sabah Kayyal, Resident Services Administrative Assistant at SabahK@prosperahcs.org

Position: Services Manager (Part-Time)
Location: Las Palmas Gardens Apartments, San Antonio, Texas
Posted: October 9, 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Services Manager (Part-Time)
Location: Samuel Place, Corpus Christi, Texas
Posted: September 14, 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Services Manager
Location: West Durango Apartments, San Antonio, Texas
Posted: October 9, 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Services Manager
Location: West Avenue Apartments, San Antonio, Texas
Posted: September 14 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Services Manager
Location: Cunningham Manor Apartments, Brownsville, Texas
Posted: September 14, 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Services Manager
Location: Lantana Square, Corpus Christi, Texas
Posted: July 21, 2017
Comments: The Services Manager will be responsible for coordinating and implementing various resident oriented activities with the goal of developing a cohesive community. The Service Manager will also provide support for resident organizations and will develop programs and activities in response to resident needs. Individuals in this position regularly exercise discretion and independent judgment in performing these duties.
To Apply: Please email resume to residentservices@prosperahcs.org

Position: Assistant Property Manager
Location: Las Palmas Garden Apartments, San Antonio, Texas
Posted: December 1, 2017
Comments: Answer phone, route calls, receive and route messages; receives, sorts and distributes office mail; maintain office supplies at designated levels and places orders to restock; perform various clerical functions such as faxing, copying, and word processing.
To Apply: Please email resume to Mina Heffner, Property Manager at laspalmasgardensmgr@prosperahcs.org

Position: Leasing Agent
Location: West Avenue Apartments, San Antonio, Texas
Posted: December 1, 2017
Comments: The Leasing Agent is responsible for the marketing and leasing of apartments, to represent the property in a professional, and courteous manner; performs as instructed in the Policy and Procedures Manual; comply fully with Fair Housing Laws and operate the property in compliance with the local State and Federal regulations.
To Apply: Please email resume to westavenuemgr@prosperahcs.org

Position: Maintenance Technician
Location: La Risa Apartments, San Antonio, Texas
Posted: December 1, 2017
Comments: Perform routine maintenance duties such as caulking, painting, basic electrical, plumbing, repairing windows and carpentry repairs as needed to keep property in rentable condition.
To Apply: Contact Isabel Meza, Property Manager at 210.736.4884

Position: Maintenance Technician
Location: Casa De Manana Apartments, Corpus Christi, Texas
Posted: August 18, 2017
Comments: Perform routine maintenance duties such as caulking, painting, basic electrical, plumbing, repairing windows and carpentry repairs as needed to keep property in rentable condition.
To Apply: Contact Esmeralda Garcia, Property Manager at 361.888.4091

Position: Maintenance Technician
Location: Poesta Creek Apartments, Beeville, Texas
Posted: February 13, 2017
Comments: Perform routine maintenance duties such as caulking, painting, basic electrical, plumbing, repairing windows and carpentry repairs as needed to keep property in rentable condition.
To Apply: Contact Rodney Garza, Property Manager at 361.358.8342

Position: Porter
Location: Oak Manor Apartments, San Antonio, Texas
Posted: July 11, 2017
Comments: Perform routine cleanup duties such as picking up trash daily and administrative duties as assigned by the on-site manager such as running errands, posting notices, etc.
To Apply: Contact Maria Bautista, Property Manager at 210.655.0421

Position: Porter
Location: Casa De Manana Apartments, Corpus Christi, Texas
Posted: March 2, 2016
Comments: Perform routine cleanup duties such as picking up trash daily and administrative duties as assigned by the on-site manager such as running errands, posting notices, etc.
To Apply: Contact Esmeralda Garcia, Property Manager at 361.888.4091