



FULL CIRCLE communities

Resident Services Analyst – Chicago, IL

Full Circle Communities' mission is to expand access to quality affordable housing through preservation and development, thoughtful design, and the provision of significant and targeted supportive services to our residents and the surrounding communities.

We are a non-profit developer, owner, and manager of affordable housing. We currently have ownership/affiliated interests in and/or manage over 1,200 apartment units in Illinois, Iowa, and Michigan. We achieve our mission collaboratively – with our residents, our communities, our industry partners, and our fellow employees.

We look for committed and enthusiastic individuals who are energized by our mission and the challenges of creating and operating service-rich affordable housing. We invest in our team members' growth as we expect them to invest in the growth of the organization.

To learn more about our portfolio and the on-site services that we provide, please visit <http://www.fccommunities.org/>.

Overview:

The Resident Services Analyst will support the Resident Services team in overseeing the delivery of high-quality on-site services across the portfolio via contracted service providers. They will regularly interface and collaborate with service providers and FCC staff at all levels to develop and implement resident-centered policies and procedures. They will also support the team's data-driven efforts to provide services that meet residents' needs and goals. Finally, they will have opportunities to work on self-generated projects and participate in innovative pilot programs that further FCC's mission. The Resident Services Analyst reports directly to the Senior Manager of Service Programs.

Responsibilities:

- Implements FCC's supportive services data collection (including regular implementation of property surveys and focus groups), analysis—including a variety of project management and data analysis tools—evaluation, and reporting
- Supports all aspects of contracting with service providers, from selection to contract renewal; as needed, provides technical assistance on reporting and scope of work
- Researches and participates in learning opportunities to glean supportive services best practices; incorporates findings into Resident Services' work



- Often in collaboration with Property Management and the Real Estate Development teams, support the creation of tenant-centered policies, procedures, and practices
- Facilitates on-site communication and coordination between service providers and property management using FCC's blended management model
- On a recurring basis, provides onboarding, presentations, and training on Resident Services to incoming and current service providers and FCC staff
- Continually identifies and implements opportunities for FCC to leverage and efficiently use its service funds
- Pursues grant and in-kind donation opportunities to augment services at specific properties and/or portfolio-wide

Qualifications:

Candidates must have:

- Two years of work experience with populations that FCC serves, including (but not limited to): immigrants and persons with limited English proficiency, low-income individuals and families, LGBTQIA+, persons experiencing homelessness, persons with disabilities, and veterans. A master's degree in social work, counseling, public policy, public health, or related fields can be substituted for one year of experience.
- A learner's mindset, proactive attitude, and strong sense of accountability in executing projects.
- Demonstrated interpersonal skills and ability to play various roles in a team environment—at times serving as a leader, facilitator, and/or support.
- Professional communication skills (written and verbal) and strong attention to detail; ability to produce materials for and present across a wide range of audiences, from residents to FCC's Board of Directors
- Ability to conduct literature reviews and searches on relevant topics, summarize findings, and apply findings to projects and tasks
- Intermediate skills in using MS Office and Google Workspace
- A willingness to learn and use a variety of project management and data analysis tools such as Airtable, Google Looker Studio, and MAXQDA

Strong Candidates will have:

- Experience with resident services provision in affordable housing and permanent supportive housing
- An educational background in social work, counseling, public policy, public health, or related fields. Lived experience is considered as well
- Experience in grant writing and administration/compliance
- Experience with qualitative research and program evaluation (e.g., coding with MAXQDA)

Compensation & Benefits: The salary range for this position is \$55,000-75,000. Compensation and benefits are competitive and commensurate with experience. Benefits include health, dental,

vision, IRA, life and supplemental insurance. Relocation assistance may be available for qualified candidates.

We are located in Chicago, Illinois, in the West Loop near UIC. Our corporate office functions in a relaxed, business casual environment, with some work from-home flexibility. COVID-19 vaccination is mandatory.

Employees are encouraged to explore their interests and define their own growth, and Full Circle is a committed partner in their career development.

Full Circle is proud to be an equal opportunity employer, and while we have a set of preferred qualifications listed, if you have other experience that you think is related, please apply.

How to Apply:

If you want to work with a like-minded team, please submit your resume, cover letter, writing sample, and salary requirements [here](#). A writing sample (a sole-authored document or excerpt no longer than 3 pages) a portfolio of comparable work, or other materials demonstrating relevant experience is appreciated.