



## **DIRECTOR OF RESIDENT SERVICES**

**Reports to:** Chief Executive Officer

**Status:** Full-time, Exempt

### **About APAH**

APAH is an award-winning, non-profit, affordable housing developer based in Arlington, VA. APAH's mission is to develop, preserve and own quality affordable places to live; to promote stability and opportunity for our residents; and, to advocate with the people and communities we serve. APAH is a mission-driven organization guided by six core values: compassion, integrity, collaboration, innovation, excellence and impact. We house over 4,600 residents in 1,800 units and have another 700+ units in development throughout the Metro DC region.

### **Summary Description**

APAH's Resident Services Program promotes opportunity and independence for APAH residents through a combination of strategic programming (onsite and virtual) and community partnerships. APAH's Resident Services focuses on housing stability, economic development and mobility, health and wellness, and population-specific services (children, youth, parents, seniors, veterans). Enhancing racial equity is a primary driver in our service approach and goals. The Director of Resident Services (DRS) is responsible for designing, directing and evaluating an effective, data-driven resident services system and engaging residents, Resident Services staff, partners and volunteers to deliver consistent, replicable and scalable outcomes.

The key responsibilities of the DRS include: assessing community needs; establishing goals for resident outcomes; cultivating and supporting a robust network of partners, volunteers, resident leaders and public agencies; creating a positive collaboration between residents, property management and other stakeholders; evaluating and reporting outcomes; creating shared expectations and protocols.

A successful DRS will be highly motivated to support residents to live stably in their housing and to thrive in the community; be extremely well organized and efficient; have a track record in recruiting and supporting partners and in establishing systems of assessment, collaboration, coordination and evaluation. Exemplary experience managing human services programs, working with diverse populations, evaluating data and producing outcomes is optimal.

### **Responsibilities**

1. **Assessment:** Create systems to document and assess resident needs, including scanning community data, conducting resident surveys and focus groups, establishing

resident leadership forums. Work closely with APAH's Data Analyst to produce actionable reports to inform partners, APAH staff and Board leadership.

2. **Goals:** Establish long term, comprehensive goals for resident services, using assessment data to create a roadmap for the overall portfolio and each property. Secure input and affirmation for goals and plans from APAH staff and Board, funders, the community, partners and resident leadership.
3. **Resources:** Identify, cultivate and manage resources that help achieve organizational goals, including non-profit service providers, government agencies, faith-based institutions, funders, volunteers and resident leaders. Work closely with Community Relations team to provide content for grant applications and reports.
4. **Program Delivery:** Match resources to identified resident needs, establish partnership roles and responsibilities, monitor program delivery and track outcomes. Negotiate and manage partnership agreements (Memorandum of Understanding) that include evaluation and outcome tracking responsibilities. Prepare and manage budgets.
5. **Engage Residents:** Ensure robust resident engagement and participation in all resident services programs. Support a positive sense of community and mutual respect between residents, APAH staff and property management staff. Identify and cultivate residents for engagement in advocacy and communications. Recruit and support resident voice and leadership through the Resident Council and resident members of the APAH board.
6. **Evaluate:** Provide ongoing evaluation and outcome reporting for programs and partnerships. Ensure all outcomes are reported in the resident services database and documented for staff and board as progress in achieving overall Resident Services goals. Adjust goals, metrics and partnerships in response to resident achievements and feedback.
7. **Supervise:** Provide support, motivation, training and supervision for APAH's talented team of Resident Services Coordinators, plus interns, volunteers and partners. Utilize their talents and nurture their growth and success. Ensure a positive, collaborative approach between the Resident Services team and residents, partners and other teams at APAH, especially asset management and property management.
8. **Other:** Participate in APAH's senior leadership team. Serve as liaison to APAH's Resident Services Committee. Serve as spokesperson for APAH on committees, in programs and at conferences. Engage with the Real Estate team in planning new properties and fulfilling funder expectations. Encourage and support resident voice in public hearings and Roundtable forums.

### **Qualifications**

- Ten plus years of increasing leadership positions as a manager of human services systems and programs. Strong track record in planning and executing efficient and effective human services programs and producing replicable, scalable outcomes.
- Proven, high-performing leader able to organize and motivate a diverse team of staff, clients and partners. Cross cultural competency and commitment to racial justice a must.

- Strong organizational skills in communications, program planning, data collection and reporting. Proficient in reporting outcomes and data analysis.
- Articulate and persuasive in written and oral English. Fluency in Spanish, Arabic, Amharic and/or Mongolian desirable.
- Graduate degree in public policy, human services, program management or equivalent experience expected. Masters Degree in Social Work is highly desirable.
- Proficient in Microsoft Office applications including Word, Excel and PowerPoint.
- Good listener, collaborate problem solver, good sense of humor and team spirit. Nimble and flexible. Experienced in piloting new programs and responding to changing opportunities and challenges.
- Passion for the mission of affordable housing and improving lives of low-income households. Familiarity with Arlington and affordable housing a plus.

### **Salary and Benefits**

Commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, 401k and paid leave.

### **Equal Opportunity Employment**

APAH offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

### **How to Apply**

Please submit your resume and a thoughtful cover letter to [resumes@apah.org](mailto:resumes@apah.org). Resumes will be accepted until the position is filled, but priority consideration will be given to resumes received by February 22, 2021.