



RESIDENT SERVICES COORDINATOR

APAH is a fast-growing, award-winning non-profit affordable housing developer. We are the only affordable housing developer working exclusively in Arlington—a world-class community with a strong commitment to diversity and livability. 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.

Summary Description

The Resident Service Coordinator (RSC) is responsible for promoting resident self-sufficiency by helping residents navigate partner agencies, identify resources in the community, and leverage program support. APAH's Resident Services Program focuses on financial stability, workforce development, community engagement, education, and health and wellness. The RSC's seek continuous improvement of services, support and programs for residents. This role differs from a traditional case manager position (where the case manager is responsible of providing the direct service). The RSC's primary programmatic responsibilities are to:

- Promote resident self-sufficiency and ability to build on their assets
- Initiate/identify and implement programs and efforts that help build healthy communities and enrich a resident's quality of life
- Enhance the ability of residents to uphold their lease obligations, such as paying rent on time, helping them understand how to properly take care of the unit, and insuring quiet enjoyment of the property for all residents and surrounding neighbors
- Coordinate and help residents navigate community resources that benefit individuals and families
- Foster inclusion and tolerance by and for all residents and staff
- Build resident engagement in property and empowerment in the community

Responsibilities

Individual Assistance (45%)

- Identify financial/housing counseling services to APAH Residents (number of sessions to be determined by the annual work plan). Work schedule will include some weekend and early evening hours.
- Conduct resident intake meetings and coordinate referrals to partnering service providers.
- Track eviction prevention cases and continue counseling until completion and resolution, unless resident is uncooperative and/or fails to respond to communications from staff
- Work with residents to understand their leasing obligations and refer lease violations to the Property Manager. Work with the property management team

when a resident is identified as being in jeopardy of eviction, by providing eviction prevention counseling and link to financial programs.

- Welcome new residents (and establish connections with existing residents) to introduce them to the resident services program, and the role of the RSC in providing information and support in assisting residents interested in accessing local service resources. Conduct intake survey, assess household needs and provide support to access resources successfully, as appropriate.
- Identify, assess, select, develop and provide supportive linkages with partnership referrals and local service resource agencies.
- Establish resident services program targets. Consistently track and measure program and target progress.
- Help to facilitate resident meetings, community-organizing and social activities.
- Help set a tone of inclusion and non-discrimination in the resident community.
- Develop supportive professional relationships with residents to help them enhance the quality of their lives and encourage them in taking the steps to achieve self-sufficiency.
- When requested by APAH senior staff or property management, work with property management in mediating conflicts between/with resident. Document those efforts.
- Develop effective communication tools and methods to inform residents, by newsletter, flyer, bulletin board etc., making sure that communication is inclusive of residents whose primary language isn't English and who have limited English proficiency, and people with visual and cognitive impairments.

Program Implementation and Evaluation (25%)

- Plan, develop and execute weekly resident services programs that address resident needs and interests.
- Recruit residents to attend APAH sponsored programs and services (workforce development, health and wellness, financial stability, community engagement).
- Handle all logistics for regularly scheduled and special programs, including room set up, provision of food and childcare when needed, clear communication with partners and attendees.
- Maintain attendance records, evaluations and important facts and observation learned from resident programs.
- Report on program results, including quantitative and qualitative data to track and report outcomes in Salesforce database

Special Events and Volunteer Coordination (15%)

- Lead or assist with service projects, resident community events, holiday programs and other resident services events as assigned.
- Create a rewarding volunteer experience including meaningful work, cheerful interaction, clear directions and a safe and comfortable environment.

General Responsibilities (15%)

- Document resident outcomes and stories for grant proposals, reports and APAH e-news.
- Periodically attend APAH Resident Services Committee meetings and provide support to Board members as needed.
- Play key role in populating Salesforce database and ensuring it is a useful tool for planning and evaluation.

Qualifications

- One to three years of experience in similar, community-based work
- B.S or B.A degree in social work, human services counseling or similar field
- Background in providing and facilitating social services preferred. Experience with housing, property management and/or eviction prevention.
- Fluent in English and preferably Spanish
- Demonstrated community engagement/organizing skills
- Proficiency of Microsoft Office application with an emphasis on Word, PowerPoint and Excel
- Proficiency in data entry and quality assurance
- Ability to organize and facilitate resident meetings and events
- Strong organizational and communication skills and attention to detail
- Outgoing, empathetic, good sense of humor and team spirit a must
- Access to a vehicle for onsite visits and meetings
- Passion for the APAH mission of providing affordable housing and improving the lives of residents.

Physical Demands

- This is not strictly a desk job. Applicant will be on his/her feet and moving at walking speed for prolonged periods of time for resident services events.
- Project management includes using hands to type, handle or feel objects, tools or controls; talking to and hearing residents on the phone and reading documents.
- Occasionally lift and/or move up to thirty (30) pounds.
- Owning and operating a car required to travel to meetings with APAH and our partners.

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 cover letter to resumes@apah.org.