



RESIDENT SERVICES MANAGER, Child, Youth and Families

Reports to: Director of Resident Services

Status: Full-time, Exempt

About APAH

APAH is a non-profit affordable housing developer that works throughout the DC region. 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, community minded and resident focused organization guided by six core values: compassion, integrity, collaboration, innovation, excellence, and impact. We house over 3,700 residents in 1,800 units in Arlington 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). Enhancing racial equity is a primary driver in our service approach and goals.

The Resident Services Manager (RSM) is an integral and collaborative member of the Resident Services Team actively supporting residents to live stably in their housing, and to thrive in the community. Differing from traditional case management roles, APAH's RSM's core responsibilities include a combination of duties that fall into four main areas: (1) Empowering residents with information, referrals, and resource navigation; (2) Identifying and securing opportunities for impactful, culturally-inclusive, and resident-informed programming; (3) Engage in community collaboration and systems-level advocacy; (4) Supporting Resident Services and agency objectives toward inclusive and empowered communities.

The overarching goals for this position and Resident Services Team are:

- Promote resident economic stability and mobility by building on their unique assets.
- Initiate, identify, and implement programs and services that help build healthy communities and enrich a resident's quality of life.
- Support residents housing stability by ensuring they have information and opportunities to succeed in upholding lease obligations, including being financially positioned to pay rent on time, partnering with property management to care for their home, and establishing positive neighbor relations in high-density, multi-family environments.

- Serve as a resource, partner, and advocate for residents to access the resources needed to live stably, advance, and thrive.
- Foster a culturally-inclusive, welcoming and safe communities for all residents.
- Identify and assist resident engagement in leading, advocating and shaping our mission delivery and larger systems that impact their lives.

Role Specific Responsibilities for Resident Services Manager, Children, Youth and Families Focus

Empower residents with information, referrals, and resource navigation

- Support children, youth and families in meeting their educational goals through needs/opportunities assessment, advocacy and resource identification.
- Welcome new residents (and establish connections with existing residents) to introduce them to the resident services program, and the role of the Resident Services team. Conduct opportunity and needs assessments, surveys, and provide support to access resources successfully, as appropriate.

Identify and secure impactful, culturally-inclusive, and resident-informed programming

- Plan and deliver (directly or via partnership agreements and volunteers) impactful, culturally-inclusive, and resident-informed programming.
- Lead or assist with service projects, resident community events, holiday programs and other resident services events as assigned.
- Report on program results, including quantitative and qualitative data to track and report outcomes in agency database
- Create rewarding volunteer and partner experience including meaningful work, appreciation, positive interaction, clear directions, and safe and comfortable environments.

Engage in community collaboration and systems-level advocacy

- Help to facilitate resident meetings and community-organizing.
- Advocate for APAH's youth at community meetings and events.
- Serve as APAH liaison to the Arlington Public Schools, with emphasis on residents ages 0-22.
- Identify, select and launch learning opportunities that widen access for our young residents and their families, including those utilizing technology as solutions to barriers.

Support Resident Services and Agency Objectives

- Participate fully in agency meetings and assigned committees and workgroups.
- Complete data entry, documentation, and reporting in a timely and accurate manner.
- Lead or participate in team projects such as resident satisfaction surveys, program evaluation, new property assessments. Actively engage in cross-departmental projects to bring resident voice, triumphs, experiences and needs.

Qualifications

- Three+ years of experience in human services and/or housing-focused direct services.
- Master's degree in Social work preferred, B.A./B.S in social work, education, human services counseling or similar field required.

- Experience providing and facilitating services for older youth/young adults required, prior work empowering youth of color and/or immigrant youth preferred..
- Fluent in English; **fluency in Spanish or Amharic strongly preferred.**
- Demonstrated community engagement/collaboration skills and team player.
- 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
- Passion for the APAH mission of providing affordable housing and improving the lives of residents.

Expected Hours of Work:

This is a full-time, exempt position. Resident Services Coordinators are salaried, 40-hour per week positions, Monday-Friday, with regular evening hours two-three times per week (7:00pm/8:00pm). Occasional weekend support required for special events/programming.

Physical Demands

- This is not a desk job. Applicant will be on his/her/their 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.
- Regularly lift and/or move up to thirty (30) pounds, for food distributions or programs.
- Owning and operating a car required to travel to support APAH events across multiple properties.

Special Note/Working Conditions during Covid Pandemic:

While some of this role can be performed remotely during the COVID 19 pandemic, this is a front-line position that requires providing services on site APAH properties, and with safety precautions followed, interacting with residents and volunteers.

Salary and Benefits

\$50,000 - \$62,000 annually, commensurate with experience. APAH has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

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.