



## **RESIDENT SERVICES MANAGER**

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 seven core values: compassion, integrity, collaboration, innovation, excellence, impact, and racial equity. APAH owns 18 communities and has developed over 2000 apartments, with an additional 1000+ apartments under construction or in development throughout the DC metro area.

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.

### **Key responsibilities include:**

- Plan and deliver impactful, culturally inclusive, and resident-informed programming
- Assess community needs to develop and improve program delivery with primary emphasis on maximizing income, resources, and community building
- Work with the property management team to track eviction prevention cases and provide eviction prevention counseling
- Create/lead the emergency fund request program and community essential household supplies and pantry
- Lead efforts in outreach resource development, including flyers, informational pamphlets, updating social media and website resources
- Coordinate engagement events to build relationships with new and current families
- Lead or assist with service projects, resident community events, holiday programs and other resident services events as assigned
- Create systems and structures to capture resident data to strategically implement programming and services; track partner support, activity, and outcomes

- 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
- Analyze family outcomes data, self-sufficiency scales and goal plans. Monitor outcomes measurements and provide annual statistics; assist with tracking grand and data reporting

**The ideal candidate has:**

- Fluent in English; **fluency in Spanish or Amharic strongly preferred**
- Demonstrated community engagement/collaboration skills. Thrives in a team environment
- 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

**Education and Experience Requirement**

- Three+ years of experience in human services and/or housing-focused direct services.
- B.A./B.S in social work, human services counseling or similar field required. **Master's degree in Social work strongly preferred**
- Appreciation for the mission of the organization a must

**Expected Hours of Work:**

This is a full-time, exempt position. Resident Services Managers 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.

**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 has free parking.

**To apply, please submit your resume and cover letter to [resumes@apah.org](mailto:resumes@apah.org).  
Resumes will be accepted until the position is filled.**

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.

For more information about APAH, please visit us at [www.apah.org](http://www.apah.org).