

ORGANIZATIONAL BACKGROUND

The National Housing Trust is a strong national nonprofit engaged in affordable housing advocacy, lending, real estate development and energy solutions. Our mission is to preserve and improve affordable multifamily homes to support quality, healthy neighborhoods with a range of housing options so that families of all income levels have an opportunity to thrive.

NHT is an award-winning nonprofit with a focused agenda. The ideal applicant thrives in a fast-paced environment, working with dedicated and entrepreneurial colleagues. NHT has a staff of 30 across its four business lines – public policy, lending (NHT Community Development Fund and Institute for Community Economics), real estate development (NHT Communities) and energy solutions (NHT Renewable).

Our Resident Services programs focus on the importance of resident empowerment. For NHT, this means not only limiting the barriers that obstruct success, but ensuring our residents are equipped with the knowledge, tools and opportunities to be successful. We believe that we must make investments in the personal capacity of our residents to help move their communities and families forward.

POSITION

This is an exciting opportunity for an entrepreneurial professional to design, implement and monitor the resident services programs for an affordable housing portfolio of 21 properties, serving more than 2000 low-income families. The Resident Services Director (RSD) will need to have a hands-on, self-starter approach to the development, implementation and management of resident services at each property. The RSD is also responsible for grant writing and grant management activities as well as building partnerships with foundations, corporations, other nonprofits and local community organizations.

Essential to success will be the RSD's ability to develop a strategic and intentional direction for NHT's resident services, to build relationships both within NHT as well as with outside partners, and to maintain operational efficiency. The RSD must communicate effectively with NHT staff, Board of Directors, property managers, partners and funders, ensuring a clear understanding of NHT's approach to and breadth of resident services. The RSD will work closely with NHT's asset management and real estate development staff and reports to NHT's Chief Operating Officer.

RESPONSIBILITIES

Program Planning, Development and Management:

- Work with residents, property management staff, resident services coordinators and community partners to identify, develop and implement appropriate resident services programs and policies at both new and existing NHT properties.
- Develop needs assessment tools to identify needs and opportunities for programming and resident engagement at each NHT property.
- Develop and implement annual property service plans, aligned to annual property budgets, that outline desired programs, staffing models, partnerships, goals and related metrics to evaluate impact.

- 
- Evaluate and monitor the progress of the services and programs as they relate to the goals through both data (see below) and resident feedback.
 - Develop, update and ensure consistent following of policies, procedures and standards for all resident service programs and partners.
 - Supervise resident service coordinators, work closely and coordinate with third party property management staff and work with community partners in a collaborative, efficient and meaningful manner to implement resident services programs. Supervision includes hiring, training, regular meetings, site visits and evaluations.

Resident Engagement

- Providing a hands-on approach to the development of services and programs, in addition to the design of programs and partnerships, with resident voices informing both the needs and the programs.
- Work with residents to build capacity of resident leaders.

Data Management

- Maintain records of resident services information at each property in NHT's portfolio, such as property profile, property demographics, in addition to programs provided, partnerships, and program goals.
- Establish, execute and track program metrics. Monitor the delivery of and track outcomes of programs and services provided at each property.
- Provide regular reports to the NHT Board of Directors and requested data collection to the Stewards of Affordable Housing for the Future (SAHF).

Development and Maintenance of Partnerships (local and national)

- Cultivate and nurture relationships with foundations, funders and NHT staff.
- Identify, establish and maintain relationships with local community service providers, including development of MOUs, evaluation of risk management, etc.
- Evaluate and monitor service providers and resources utilized to deliver services and programming.

Fundraising, Grant Management and Budgeting:

- In coordination and partnership with other NHT staff, identify, research and prepare funding proposal to foundations (local, regional and national), corporations and government agencies.
- Manage grant awards, including preparation and submission of required reports.
- Develop and implement an annual grant application schedule.
- Work with finance staff to prepare annual resident services budgets and track progress throughout the year.
- Work with NHT Communities and asset management staff to develop resident services budget for newly acquired properties.



DOES THIS SOUND LIKE YOU?

This is an extraordinary opportunity for a committed leader with at least 5 years of resident services or related experience. Candidates will ideally have experience in nonprofit affordable housing. Other qualifications include:

- Commitment to NHT's mission, including a deep dedication to assisting low income families create and access opportunities to thrive;
- Detail-oriented, entrepreneurial self-starter who relishes multitasking;
- Track record of working independently yet collaboratively with both onsite and offsite staff, supervisory experience a plus;
- Ability to build effective programs, manage programs/services, identify best practices and establish & execute metrics;
- Excellent interpersonal, organizational and communications skills, including both verbal and written skills;
- General understanding of affordable housing development, including experience with resident service programs in affordable multifamily housing;
- Financial fluency and demonstrated understanding of fundraising (e.g. identify grant opportunities, writing/submitting proposals and grants management)
- Demonstrated success building relationships, leveraging community partnerships and working collaboratively with staff and outside partners;
- Excellent planning and organization skills;
- Ability to integrate thoroughness and attention to details with a big picture, strategic vision.
- Resourcefulness, with the ability to deliver results in an entrepreneurial, dynamic environment;
- Experience working with diverse and low-income populations;
- Willingness and ability to travel several times per year as well as attend some evening and, occasionally, weekend events;
- Collaborative spirit and positive attitude (a good sense of humor is a plus);
- Master's degree in relevant field (e.g. social work, psychology, education or related field) preferred.

COMPENSATION: Salary and benefits are competitive and commensurate with experience.

JOIN US: Submit resume and cover letter to hr@nhtinc.org. Please write "Resident Services Director Application" in the subject line of the email. No phone calls.

NHT is an equal opportunity employer.