



# Resident Services Coordinator (Part Time)

## *Position Description*

### **ORGANIZATIONAL BACKGROUND**

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**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 create and preserve affordable homes to provide opportunity, advance racial equity, reduce economic disparities and strengthen community resilience through practice and policy.

Our Resident Services Program focuses 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**

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This is an exciting opportunity to impact more than 400 families in affordable housing communities located across the District of Columbia. With operational guidance and administrative support from NHT Communities, this is a unique opportunity to work with an organization dedicated to the success of the affordable housing communities in which we serve.

The Resident Services Coordinator (RSC) will need to have a hands-on, self-starter approach to the coordination, implementation and management of resident services for children, youth, adults and/or seniors in an affordable housing community. The RSC is responsible for assessing the needs of the resident community and the delivery of the programs and services to address the identified needs. The RSC is also responsible for tracking the goals and outputs of the implemented services and will be accountable for remaining on budget. The RSC will work closely with onsite property management staff and report to NHT's Resident Services Director.

Essential to success will be the RSC's ability to actively engage with residents in the community and work with NHT's Resident Services Director to develop a long-term plan that addresses the needs of residents. The RSC must regularly and effectively communicate with NHT, property managers, community leaders, residents and local community partners to ensure increased access to opportunity and resident empowerment. The RSC will work closely with NHT's resident services and asset management staff for operational purposes.

### **RESPONSIBILITIES**

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#### **Resident Engagement**

- Engage residents to organize and mobilize, building a sense of community.
- Connect residents to local resources to achieve their goals.
- Encourage resident participation in regular resident and family events, sustainability-related gatherings and other events to promote a strong sense of community.
- Identify and share success stories with the Resident Services Director on a regular basis in an effort to capture resident success.



## **Program Coordination**

- Work with the Resident Services Director to develop a long-term workplan based on identified needs of residents.
- Plan and coordinate social events, recreational activities, and resident programs for all ages, including but not limited to educational advancement, financial literacy, community service, health & welfare, job readiness/workforce development, resident leadership, and other services.
- Develop appropriate and authentic programmatic goals and desired outcomes.
- Work with the Resident Services Director to build an annual budget and determine priority areas for funding. Manage program spending and resident services' site budget.
- Manage contracts/MOUs for third parties providing services at the property.
- Prepare a monthly internal report detailing programs, successes, challenges and goals for the corresponding period.
- Prepare external reports directed by contractual or MOU agreements, as needed.
- Recruit, train and supervise onsite volunteers as needed for program support.

## **Data Management**

- Collect and manage resident demographic data in order to determine community-specific needs.
- Track goals and output metrics of services provided.

## **Development and Maintenance of Local Partnerships**

- Work with the Resident Services Director to coordinate, manage and track existing and new partnerships to support resident needs.
- Establish and maintain relationships with local service providers, schools, civic organizations, funders, business partners, and other community-based organizations.

## **Collaboration with the Resident Services Director and Onsite Staff**

- Participate in bi-weekly meetings with the Resident Services Director.
- Meet regularly with onsite staff and tenant associations to plan resident meetings and community events, in addition to addressing any potential opportunities, challenges or mutual goals related to resident services.
- Support the Resident Services Director in fundraising, including but not limited to identifying potential donors and funders from local governments, foundations and corporations.

## **DOES THIS SOUND LIKE YOU?**

This is an impactful opportunity for a dedicated leader with at least 1-2 years of resident services or related experience. Candidates will ideally have experience in nonprofit affordable housing or experience working with low-income communities. 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;

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- Demonstrated success building relationships, leveraging community partnerships and working collaboratively with staff and outside partners;
  - Excellent planning and organization skills;
  - Dependable and capable of completing assignments in a timely, accurate and thorough manner;
  - Ability to manage programs/services, identify best practices and execute metrics;
  - Excellent interpersonal, organizational and communications skills, including both verbal and written skills;
  - Financial fluency and demonstrated understanding of fundraising (e.g. identify grant opportunities, writing/submitting proposals and grants management) a plus;
  - Exhibited professional manner and ability to maintain constructive working relationships;
  - Resourcefulness, with the ability to deliver results;
  - Experience working with diverse and low-income populations;
  - Willingness and ability to attend occasional meetings at the NHT office in Washington D.C, as well as attend some evening and weekend events;
  - Collaborative spirit and positive attitude (a good sense of humor is a plus);
  - Bachelor's degree in relevant field (e.g. social work, psychology, education or related field).

**COMPENSATION:** This is a part-time position. Salary is competitive and commensurate with experience.

**JOIN US:** Submit resume and cover letter to [hr@nhtinc.org](mailto:hr@nhtinc.org). Please write "Resident Services Coordinator Application" in the subject line of the email. No phone calls.

NHT is an equal opportunity employer.