



ASSOCIATE DIRECTOR, RESIDENT SERVICES

The Arlington Partnership for Affordable Housing (APAH) is searching for an Associate Director of Resident Services (ADRS) who will be responsible for the day-to-day operations of the Resident Services team, working closely with managers and coordinators to implement the programs and strategic priorities set by the Vice President of Resident Services.

APAH is a nonprofit affordable housing developer that works throughout the D.C metro 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'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, veterans). Enhancing racial equity is a primary driver in our service approach and goals.

The ADRS effectively manages partnerships with service providers, evaluates programs, establishes and maintains internal systems for communication, data collection and coordination across the team and manages Resident Services Managers and Coordinators.

Programs and Partnerships:

- **Assessment:** Create and maintain systems to document and assess resident needs and data in partnership with the VP of Resident Services and Data Analytics team.
- **Program Delivery:** Match resources to identified resident needs, establish partnership roles and responsibilities, monitor program delivery and track outcomes. With the support of the Vice President, negotiate and manage partnership agreements (Memorandum of Understanding) that include evaluation, budgets, and outcome tracking responsibilities.
- **Resident Engagement:** Ensure robust resident engagement and participation in all resident services programs. Support a positive sense of community and mutual respect between residents, APAH staff and property management staff. Identify and cultivate residents for engagement in advocacy and communications. Recruit and support resident voice and leadership through the Resident Council and other opportunities.
- **Partnership Management:** Maintain regular communication with community partners and property management team, establishing strong working relationship to ensure collaborative problem-solving approach as issues arise or changes are needed. Monitor all MOUs for compliance.
- **Evaluation:** Provide ongoing evaluation and outcome reporting for programs and partnerships. Ensure all outcomes are reported in the resident services database and documented for staff and board as progress in achieving overall Resident Services goals.
- **Resources:** Identify, cultivate, and manage resources that help achieve organizational goals, including non-profit service providers, government agencies, faith-based institutions, funders, volunteers, and resident leaders. Work closely with Community Relations team to provide content for grant applications and reports.

- **Racial Equity, Diversity and Inclusion (REDI):** Incorporate REDI principles into program planning, partnership cultivation, evaluation methodology and resident engagement and leadership.

Fundraising, Grants and Data Management:

- Liaison with the Resource Development and Communications team to support grant applications, helping to develop budgets and to ensure grant requirements are incorporated into program delivery and reporting.
- Ensure that Resident Services Managers and Coordinators are provided with updated information about grant requirements and that administrative processes are updated as needed to support grant tracking.
- Partner with the Data Analytics team to develop an overall plan for tracking program outcomes, resident demographics, and case notes. Ensure all staff have required training to use the resident services database effectively, incorporating regular data entry opportunities each month.

Supervision:

- Provide support, motivation, training, professional development planning, and supervision for APAH's talented team of Resident Services Managers and Coordinators, plus interns, volunteers and partners. Utilize their talents and nurture their growth and success.
- Ensure a positive, collaborative approach between the Resident Services team and residents, partners, and other teams at APAH, especially asset management and property management.

Competencies

- Strong attention to detail
- Strong organizational and time management skills
- Excellent communication skills/Active listener
- Friendly outgoing personality/Empathetic
- Team orientation
- Able to adapt to changing priorities

Required Education and Experience

- Bachelor's Degree or equivalent prior experience in Human Services, Social Work, or related field. Master's degree in social work required.
- 5-7 years of increasing leadership positions as a manager of human services systems and programs. Strong track record in planning and executing efficient and effective human services programs and producing replicable, scalable outcomes.
- Proven, high-performing leader able to organize and motivate a diverse team of staff, clients and partners. Cross cultural competency and commitment to racial justice a must. Experience supervising teams of 5 or more
- Articulate and persuasive in written and oral English. Fluency in Spanish, Arabic, Amharic and/or Mongolian desirable.
- Strong organizational skills in communications, program planning, data collection and reporting. Proficient in reporting outcomes and data analysis.
- Good listener, collaborate problem solver, good sense of humor and team spirit. Nimble and flexible. Experienced in piloting new programs and responding to changing opportunities and challenges.
- Proficient in Microsoft Office applications including Word, Excel and PowerPoint.
- Commitment to the APAH mission of providing affordable housing and improving the lives of residents.

Salary and Benefits

Salary band for this position starts at \$93,600 annually. Compensation 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.

APAH is an [E-verify employer](#) and will provide the federal government with Form I-9 information to confirm authorization to work in the US. APAH will only use [E-Verify](#) once a job offer is accepted, following submission of the Form I-9.

To apply, please submit your resume and cover letter to resumes@apah.org.