



Housing Initiative Partnership, Inc.

35 YEARS of Housing Security | Financial Stability | Community Success

POSITION DESCRIPTION

Job Title:	Manager, Resident Services
Department:	Development
FLSA Status:	Exempt
Reports To:	Executive Director
Supervise (Direct):	4 Resident Coordinators
Location:	Residences at Springbrook (8320 Schultz Road, Clinton, MD)
Revised:	April 23, 2024

HOUSING INITIATIVE PARTNERSHIP:

Housing Initiative Partnership, Inc. (HIP) is a 35-year-old nonprofit housing organization based in Prince George's County, Maryland. HIP develops innovative affordable housing, revitalizes neighborhoods, and equips people to achieve their housing and financial goals. Our vision is that every person lives in high-quality affordable housing in a thriving community. HIP maintains offices in Hyattsville in Prince George's County, and in Germantown and Gaithersburg, in Montgomery County Maryland.

POSITION SUMMARY:

The Manager of Resident Services is a new position located at HIP's newest affordable apartment community, Residences at Springbrook in Clinton, MD. The Manager will spend 50% of their time providing direct services and programming to the seniors living at the Residences at Springbrook and 50% of their time managing the overall Resident Services program which consists of 4 Resident Services Coordinators and 9 apartment communities.

- **Direct Service--Residences at Springbrook, Clinton, MD (50%)**

Residences at Springbrook is a new 90-unit affordable senior community serving residents 62+ earning 60% or less of area median income. This community opened in April 2024. The Resident Services Program is tailored to the needs and interest of the residents, with the goal to build community, improve residents' quality of life, and increase access to opportunities. Resident input plays a large role in determining the scope of our programs. HIP's Resident Coordinator focuses on identifying and addressing residents' diverse needs and interests and providing appropriate programming and support. The Resident Services Coordinator builds strong connections with residents and assists in creating a greater sense of community at each apartment building. Programs require direct outreach to residents, collaboration with the on-site property management team, recruitment, supervision and retention of volunteers, and building relationships with outside service providers and programs. The Resident Service Coordinator works to improve resident well-being through stable housing, health and wellness, and economic resiliency. Coordinators sponsor/organize at least 3 events each month.



Housing Initiative Partnership, Inc. | 6525 Belcrest Rd., Ste. 555 | Hyattsville, MD 20782

p: (301) 699-3835 | f: (301) 699-8184 | www.HIPhomes.org



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- **Managing Resident Services Program (50%)**

HIP has varying ownership interest in 9 affordable rental communities in Prince George's, Anne Arundel, and Cecil Counties. HIP provides onsite resident services in these communities with two full-time and two part-time Resident Coordinators. HIP is currently undergoing the Certified Organization for Resident Engagement & Services (CORES) certification process. The Manager of Resident Services will oversee the Resident Services Program to ensure high quality, effective programming that complies with CORES, supervise the Resident Coordinators, and grow the program as HIP develops new affordable communities.

HIP's Affordable Apartment Communities are as follows:

Prince George's County

- Residences at Springbrook, Clinton, MD—90 senior households
- Birchwood at Newton Green Senior Housing, Bladensburg --78 senior households
- Bladensburg Commons, Bladensburg—100 family households
- Renaissance Square Artists' Apartments, Hyattsville—44 family households
- Mount Rainier Artists' Apartments, Mount Rainier—12 family households.

Cecil County

- Birchwood at Elkton, Elkton, MD-- senior households
- Willows at North East—72 family households
- Willows at Cecilton—62 family households

Anne Arundel County

- Towne Court Apartments & Lofts—42 family households

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the Resident Services Program to ensure high-quality programming across all communities.
- Ensure the Resident Services program complies with CORES certification.
- Maintain CORES certification. Recertification is typically every 5 years.
- Develop consistent policies and procedures across the Resident Services Program.
- Supervise and mentor Resident Coordinators. Hold regular team meetings.
- Maintain relationships with the on-site and regional property managers associated with each of HIP's communities.
- Grow the Resident Services Program as HIP develops additional apartment communities
- Develop Resident Services Plans for new HIP communities.



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- Maintain current knowledge of programs, services, and benefits that support the residents across all of HIP's apartment communities.
- Assist the Director of Resources and Communications with grant applications supporting the Resident Services Program.
- Provide direct Resident Services programming to the seniors at the Residences at Springbrook which includes general case management and referral services for all residents in need and planning, organizing, and monitoring on-site programs based on the interest and needs of the residents. Examples include, but are not limited to, resident council meetings, health and wellness programs, financial literacy, social and recreational activities, holiday parties, movie nights, educational opportunities, and transportation services.
- Maintain effective communication with residents through monthly newsletters, calendar of events, flyers, e-mails, or other communication strategies.
- Maintain absolute confidentiality. Look out for the safety and wellbeing of residents at all times.
- Maintain accurate, confidential case notes.
- Submit monthly reports to the Executive Director of HIP.
- Participate in other assignments as appropriate

LOCATION:

The Manager of Resident Services will maintain an office at The Residences at Springbrook.

The Residences at Springbrook
8230 Schultz Road
Clinton, MD 20735

HOURS:

This is an in-person position. Hours are generally Monday through Friday 9am to 5pm. Evening and weekend availability is required based on the needs of the community. A regular and consistent schedule will be agreed to by the Manager of Resident Services and Executive Director.

QUALIFICATIONS, KNOWLEDGE & SKILLS REQUIRED:

- Five (5) years' experience in programming and/or provision of social services.
- Bachelor's degree is a plus.
- Two (2) years' experience supervising staff
- Prior experience in the nonprofit housing and community development sector is strongly preferred.



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- Passion for HIP's mission.
- Ability to work effectively with people from ethnically and socio-economically diverse backgrounds.
- Excellent written and oral communication skills.
- Strong attention to detail and advanced problem-solving skills.
- Self-starter, independent worker, able to prioritize multiple tasks, and deadline-driven.
- Professional, well organized, and able to handle a variety of duties simultaneously.
- Positive attitude and excellent interpersonal skills.
- Ability to research, plan, and implement programs; ability to collaborate with multiple stakeholders and/or work independently with minimal supervision
- Proficiency in the Microsoft Office Suite.
- Access to transportation to move between apartment communities.

ADA SPECIFICATIONS:

This position is primarily sedentary. The incumbent will move between resident communities in Prince George's Ceil, and Anne Arundel Counties. Incumbent occasionally will be required to bend and lift up to 10 pounds.

SALARY AND BENEFITS:

\$75,000-\$80,000 annual salary based on experience. HIP offers a competitive benefits package including health insurance, long-term disability, generous vacation, and sick leave.

HOW TO APPLY:

Please email a cover letter and resume to Stephanie Prange Proestel, Executive Director at sproestel@hiphomes.org. NO PHONE CALLS PLEASE.

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.