



POSITION OPENING: Program Associate/Senior Program Associate, Resident Outcomes & CORES
LOCATION: Washington, DC—City Center – Partial remote arrangements may be considered
SALARY: Base Salary of \$57,000+ (salary range is commensurate with experience)

Stewards of Affordable Housing for the Future or SAHF is a collaborative of thirteen [nonprofit affordable housing providers](#) who own more than 149,000 affordable rental homes across the nation. SAHF members are committed to long-term affordability, sustainability, and expansion of rental housing that makes a difference in people’s lives. **Our mission is to advance the creation and preservation of healthy, sustainable affordable rental homes that foster equity, opportunity, and wellness for people of limited economic resources.** SAHF also partners with our financing affiliate, the National Affordable Housing Trust ([NAHT](#)), on business and mission opportunities.

SAHF and its members are a dynamic team focused on learning from and applying on-the-ground experience to systems change and to advancing more effective and equitable policy and practice. We leverage one another’s best practices and collaborate to expand, innovate and scale business and mission opportunities and policy change. Examples include SAHF’s work to improve outcomes for low-income individuals and families through [thought leadership](#) and [best practices](#), [financing innovations](#) (including leveraging the [CORES certification](#)), and [healthy building practices](#). SAHF members are also committed to measuring their impact, leveraging data to evaluate outcomes to foster new partnerships, collaborations, and initiatives. Our recent [Impact of Home](#) report details some of this work.

JOB DESCRIPTION: This dynamic position allows for significant independence, creativity, and the opportunity to experience a wide breadth of issues impacting resident stability and well-being. This position will support the Resident Outcomes team on several key efforts related to resident outcomes and health and housing:

1. **CORES Program-** The [Certified Organization for Resident Engagement and Services \(CORES\) Certification](#) is an initiative that recognizes and supports organizations that have developed a robust commitment, capacity, and competency for providing resident services coordination in affordable rental housing that is resident-centered and outcomes-driven. Since it launched in 2018, CORES has grown and is used by an increasing number of lenders, investors, and partners to identify organizations with a high capacity for supporting resident outcomes through resident services coordination. The associate will spend roughly 50% of their time supporting the VP of Resident Outcomes & CORES on a blend of strategic outreach and engagement, program management and operations, and administration of the program.
2. **Tracking and Sharing Best Practices & Innovative Models** - The associate will conduct outreach and research to stay current with best practices in resident services coordination and business models that support this work. In addition, the associate will engage with SAHF members, partners, and other stakeholders to track, identify, and lift up powerful partnership models and innovative program models that support improved resident outcomes especially around the social determinants of health, could be replicated and scaled by other practitioners, and provide learning to help shape future policy or regulatory recommendations. This outreach and research will provide an opportunity for exposure to programs that support increased economic mobility, housing stability, wellness, and community engagement for residents.
3. **Peer Convening Support** –SAHF’s work is informed by the on the ground experience of our members. A key way that we gather insights is by participating in and hosting regular peer exchange meetings and periodic topical convenings. Meetings may be held in-person and/or virtually. The associate will support SAHF’s leadership of robust peer exchange, including participating in and leading some convening planning, participating in the facilitation that takes place during convenings, and tracking and disseminating key learnings.

This position offers an opportunity to deepen knowledge around resident services coordination and how affordable housing and service-enriched housing are a key part of the social determinants of health that support resident well-being. This position offers the opportunity to deepen skills in project management, grants management, oral presentations and facilitation, and program evaluation. It also provides an excellent opportunity to interface with leaders and experts in housing, policy, health, equity work, and resident services.

Roles and Responsibilities:

The Program Associate/Senior Program Associate, primarily reports to the VP, Resident Outcomes & CORES. This role also supports projects with the other members of the resident outcomes and health and housing team, including the VP, Health and Housing. The associate will be expected to interface with colleagues at SAHF, the SAHF board and SAHF members, and organizations engaging with the CORES program, as well as additional outside partners and organizations.

The Program Associate, Resident Outcomes & CORES will have the following broad job responsibilities:

CORES Program

Provide ongoing support for CORES including but not limited to:

- Participate in the review of CORES applications and ERS Property Certifications (a CORES aligned property-level certification that is used by Fannie Mae to access their [Healthy Housing Rewards – Enhanced Resident Services](#) financing program). This is an opportunity to learn about new resident services models, best practices, and industry trends.
- Provide outreach, engagement, technical assistance, and strong customer service to organizations exploring or applying for the CORES certification.
- Support outreach to lenders, investors, regulators, and policymakers who may be interested in the CORES initiative. As the program grows, this is a potential area for increased responsibility and growth.
- Develop content for and manage the quarterly CORES Newsletter and support development and leadership of our quarterly webinar series to provide deeper peer exchange of best practices in the field.
- Manage CORES Virtual [Resource Library](#) for Resident Services, which includes researching and analyzing materials and interfacing with organizations to obtain permission for materials.
- Manage CORES portal updates and our relationship with the portal vendor.
- Develop and/or update content for CORES website, CORES social media, and other promotional materials, as may be needed.
- Provide additional support on invoicing, contract and vendor management, and program reporting, as may be requested.

Tracking and Sharing Best Practices -- SAHF Member and Partner Engagement

- Engage directly with members and partners to learn about new program and partnership models.
- Review industry and member newsletters and social media to stay up to date on new partnerships, innovative program models, and trends in the field.
- Conduct occasional short-term research to support specific program initiatives. This might relate to topics such as colocation of childcare facilities and affordable housing, food security, or trauma-resilient and person-centered practices.
- Support promotion and dissemination of SAHF's outcomes and health and housing work and best practices in the field through the occasional development of case studies, blog posts, toolkits or guides, and/or success stories.

Peer Convening Support:

- Facilitate and support SAHF member peer groups or other working groups related to health outcomes.
- Assist with convening, roundtable, and conference planning, including content and agenda setting, logistics and note taking. There will be opportunities to increase experience as a facilitator.
- Develop and support presentations for meetings and conferences, to be delivered by other SAHF staff or by the associate.
- Develop materials and presentations for the CORES Initiative.
- Assist with the development of CORES quarterly webinars and the annual CORES convening
- Represent SAHF as requested at conferences, meetings, or staff exhibits.

Qualifications:

- Strong analytic, project management, organization, and presentation skills.
- Excellent writer and communications skills.
- Ability to work independently and collaboratively.
- Familiarity and/or experience with affordable housing programs and resident services is strongly preferred.
- A demonstrated interest in the social determinants of health, particularly around housing and health outcomes is a plus.
- Must be willing to learn and become proficient in using the CORES program application and reporting platform (training will be provided)
- Bachelor's degree with strong academic credentials or at least 5 years of relevant work experience required.
- Committed to racial equity, collaboration, excellent customer service, and SAHF's mission.

SAHF is committed to a diverse and inclusive workforce and encourages all candidates, especially those who have been historically underrepresented based on race/ethnicity, age, disability, sexual orientation, gender, socioeconomic status, citizenship status, or religion, to apply. On a daily basis, we are committed to our core values of Respect, Diversity and Inclusion, Collaboration, Stewardship and Integrity. You can learn more about us on our [website](#).

In January 2022, the SAHF team expects to return to in-office work, with the majority of our team on a hybrid schedule of days in the office and days working remotely each week, based on arrangements made with each supervisor. We anticipate that this position will work from the Washington DC Metro area, but highly qualified remote candidates may be considered.

Please submit a resume and cover letter which addresses the required qualifications to jobs@sahfnet.org . **Incomplete applications will not be reviewed.** Due to the volume of applications usually received, we regret that we cannot individually respond to all candidates.

SAHF is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.