Resident Life Director *(full-time position located in Reston, VA)*

Come work for an exciting non-profit that is serving the community and making a difference in people’s lives!

We offer a challenging but professionally satisfying work environment where you will be part of a team that values creativity, high standards and impact. You will have the support and encouragement you need to fulfill your professional goals while at the same time creating positive living environments for adult seniors who struggle to make ends meet.

The Resident Life Director (RLD) manages four Service Coordinators (one at each Fellowship House). The RLD is responsible for conducting regular program assessments to ensure we are meeting the needs of our 800+ seniors. The RLD will build strong relationships with our on-site property management staff, Board of Directors and co-workers within the Fellowship Square office such as our Volunteer Coordinator and Director of Development, as well as others. The RLD will balance their time between the main office in Reston and visiting and meeting with staff and residents at each of the Fellowship Houses.

The RLD will provide guidance and support to all Service Coordinators and ensure that a consistent model of service is implemented throughout each Fellowship Square community. The RLD will ensure service delivery adheres to the applicable local, state and federal agencies.

**Responsibilities and Expectations include:**

- Embodies the values and core competencies of the organization at all times and positively promotes the organizational culture
- Supports all internal team members with a focus on SCs in accomplishing the organization’s mission, vision, and strategic goals
- Provides supervision to SC staff to ensure program quality and a service of excellence to all FSF property residents and managers
- Communicates with all SC’s on property programs and day to day activities ensuring that a consistent model is presented across all FSF properties
- Establishes goals for all SC’s and provides guidance in completion of those goals
- Conducts annual performance evaluations for direct reports
• First point of contact for all SC’s; approving time off, property coverage if needed, answering questions etc.
• Plans visits to each property to ensure SC’s are upholding the standards of service for our residents and working effectively with property managers to achieve results
• Establishes standards of operation for all properties to follow
• Provides property reports and updates to the CEO on the results of each property and the performance of the SC team
• Interacts with Board and committees providing updates on properties as required
• Assists development team with cultivating partners, volunteers as needed for programs/resident services
• Assists with events to include but not limited to FS fundraising events, Annual Meeting as well as programs/events that the SCs plan
• Assists with grants related to programs/services for residents
• Works with resident committees as required
• Assists with PR and/or communications as it relates to resident activities to include but not limited to newsletters, website, advocacy, social media
• Assists SCs with resident engagement; program planning; social work/case management issues
• Engages with residents and their families
• Conducts annual resident surveys and program assessments
• Helps to develop plans to strategies of how best to fill gaps in services by working closely with each SC
• Follows best practices in senior services, case management etc. and implements where appropriate
• Establishes process to evaluate quality of all programs and provides strategies on how to upgrade offerings where needed
• Develops required reports to inform CEO and Board on operational performance to allow for good business decision making; collects data; works with SCs to track key indicators
• Manages Wegener Chaplaincy program to include other programs that are developed across all properties

Essential Training/Certifications:
• Bachelor’s degree in Social Work, Gerontology, Psychology or Counseling required.
• Minimum of 5-8 years of experience in social service delivery with the senior population
• Minimum of 2-4 years of progressive leadership responsibilities of remote team members
• 36 training hours of classroom/seminar time before hiring (or completed within 12-months of initial hire date) covering: The Aging Process, Elder Services, Disability Services, Federal and Applicable State Entitlement Programs (covering both the elderly and people with disabilities), legal liability issues relating to providing service coordination, medication/substance abuse, mental health issues, strategies for communicating effectively in difficult situations, and strategies for dealing with cognitive impairments.
**Essential Skills/Knowledge:**

- Strong organizational skills and attention to detail is critical with ability to meet a demanding workload
- Ability to maintain confidentiality of highly sensitive information
- Strong writing, reading and math skills
- Significant communication skills (written, verbal and non-verbal formats); showcasing clear and concise manner
- Exceptional sense of client service; builds strong business and stakeholder relationships
- Ability to quickly learn relevant computer software programs
- Demonstrative experience and judgment to create goals that accomplish the organization strategic plan and lead team to producing results.
- Showcases strong problem-solving skills, presenting solutions, presents new ideas and thoughts to support goal achievement
- Strong time management skills; establishes and/or seeks out essential priorities when tasked with multiple projects
- Strong interpersonal and diplomacy skills
- Considerable people management skills; acts as leader and advisor to those on their team
- Demonstrative abilities in collaborative team building and consensus
- Exceptional analytical and critical thinking skills
- Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility
- Anticipates property needs and takes action to provide the best environment for residents
- Data and reporting requirements
- Must be able to manage multiple projects with minimal supervision; separating mission critical from the non-strategic
- Ability to accept change and be flexible; focusing on action and outcomes
- Must be able to act with honor, character and integrity

**Benefits:** Fellowship Square is proud to provide a benefits package that is designed to support your physical, financial, and emotional wellbeing. We offer 100% employer paid medical, dental and vision coverage, 100% paid short-term disability, long-term disability, and life insurance. Paid Time Off, 403(b), 10 paid holidays, bereavement leave, parental leave, jury duty, professional development opportunities and more.

**Salary:** Salary range is $60,000 - $70,000 annually, commensurate with experience.

**How to apply:** send a cover letter and resume to info@fellowshipsquare.org