



## **RESIDENT SERVICES ASSISTANT**

**Status:** Full-time (40/week), Non-Exempt

**Reports to:** Resident Services Manager

### **About APAH**

APAH is a non-profit affordable housing developer that works throughout the DC 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 owns 18 communities and has developed over 2000 apartments, with an additional 1000+ apartments under construction or in development throughout the DC metro area.

### **Summary Description**

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). Enhancing racial equity is a primary driver in our service approach and goals.

The Resident Services Assistant (RSA) is an integral and collaborative member of the Resident Services Team actively supporting our senior residents to live stably in their housing, and to thrive in the community. Located primarily at our property in Sterling VA, the RSA is responsible for the execution of onsite resident programs, special events, and direct resident support and assistance.

This role is tasked with:

- Preparing materials and supervising onsite programming; assisting in moving and arranging furniture and equipment and setting up areas and rooms for special events or activities
- Distributing, collecting, and recording event evaluations, program attendance and resident interactions.
- Assisting residents in arranging transportation.
- Cleaning, washing, and storing kitchen equipment such as warmers, trays, pots, and pans; disposes of garbage.
- Assisting in onsite meal distribution and delivering groceries from partner organizations to homebound residents/residents who need assistance.
- Assisting in registering patrons for programs and events.
- Distributing flyers and handouts.
- Operating a variety of office equipment including but not limited to a computer, copier, printer, iPad, phone

- May be assigned to work field trips.
- Additional duties and special projects as assigned

### **Qualifications**

- 1-2 years of previous employment, internship or volunteer experience working directly with underserved populations strongly preferred, experience in human services field strongly preferred
- Bachelor's Degree or prior experience in Human Services, Social Work or related field is a plus
- Proficiency in Microsoft Office with an emphasis on Word, Outlook, Excel or comparable
- Experience with data entry and strong attention to detail
- Fluent in English; **fluency in Spanish preferred**
- Access to a vehicle to facilitate events across various APAH properties
- Strong organizational, time management and communication skills
- Outgoing, empathetic, good sense of humor and team spirit a must
- Appreciation for the APAH mission of providing affordable housing and improving the lives of residents

### **Expected Hours of Work**

This is a full-time, non-exempt position. The Resident Services Associate will work 40 hours a week, Monday-Friday, with evening hours up to two times per week (7:00pm/8:00pm).

### **Physical Demands**

- This is not strictly a desk job. Applicant will be on his/her/their feet and moving at walking speed for prolonged periods of time for resident services events.
- Project management includes using hands to type, handle or feel objects, tools or controls; talking to and hearing residents on the phone and reading documents.
- Regularly lift and/or move up to thirty (30) pounds, for food distributions or programs.
- Owning and operating a car required to travel to support APAH events across multiple properties; primary location will be in Sterling, VA

### **Experience You Can Gain in this Role**

- Working within a supportive and collaborative team
- Learning our database platform, working with APAH's and manipulating data on your own to learn best practices in data management
- Growing leadership experience through setting up and guiding food distributions and directing volunteers
- Making a direct and clear impact on people's lives in the Loudoun community

### **Salary and Benefits**

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.

*Full COVID-19 vaccination required. All new employees must receive two shots of the Moderna or Pfizer vaccines or one shot of the Jansen vaccine prior to the first day of work.*

### **How to Apply**

Please submit your resume and cover letter to [resumes@apah.org](mailto:resumes@apah.org). Resumes will be accepted until the position is filled.