



Senior Director, Resident Services Systems Change

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Washington, DC
Columbia, MD
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Full time
Posted 27 Days Ago
REQ1383

Enterprise is a national nonprofit that exists to make a good home possible for the millions of families without one. We support community development organizations on the ground, aggregate and invest capital for impact, advance housing policy at every level of government, and build and manage communities ourselves. Since 1982, we have invested \$54 billion and created 873,000 homes across all 50 states – all to make home and community places of pride, power and belonging.

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Working at Enterprise

At Enterprise, you'll be part of a diverse, committed team making a difference every day. You will collaborate with some of the smartest minds and biggest hearts in our field. You'll be empowered to drive systems change and take bold steps to advance racial equity. And you will find a career home where you're valued and supported in your growth journey.

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Job Description Summary

Enterprise is launching a multi-year, advanced program aimed at improving, standardizing and sustaining Resident Services in housing, with a particular focus on assessing and leading the real estate and property management industries and investor community towards best practice service and disclosure standards; incubating and promoting innovative and impact-driven upward mobility programs; and coordinating a strong partner network that includes both nonprofit and for-profit affordable and market rate housing providers, funders and investors who share a commitment to systems change, resident stability and resiliency, and improved property-level occupancy. Overall, this role will scan and leverage industry knowledge and best practices to develop a sustainable programmatic and financial path forward for the Resident Services and public policy field, including the development of disclosure requirements designed to give stakeholders quality, comparable information on impact as it relates to Resident Services coordination. Ultimately, these actions will help ensure the future eco-system of housing-based services reflects lessons learned from the current market and centers the resiliency and well-being of all communities.

Job Description

Job Responsibilities

- Work closely with both internal and external high-capacity leaders in the affordable housing sector (including, but not limited to, nonprofit and for-profit owner-operators, investors, service providers, and housing finance agencies) to develop and deliver all aspects of this multi-faceted and integrative program, including a landscape analysis and business plan that outlines an internal and industry-wide roadmap for improving and sustaining Resident Services standards, policy, evaluation, disclosure, and funding.
- The position will report to a VP and leader of National Programs within the Solutions Division. The Senior Director will also be the sponsor of an internal working group to be co-chaired by the Presidents of the Solutions and Community Development Divisions, respectively.
- The Senior Director of this program is a highly visible and experienced position
- Work in coordination with key partners and stakeholders to ensure services and standards promote opportunities for stability and mobility
- Participate in the potential hiring and supervision of a staff person(s) for which they will help outline the responsibilities and purview.
- Oversee the research activities that will inform Enterprise's role, strategies and industry recommendations, including the undertaking of an extensive landscape analysis.
- Explore and support the development of shared learning opportunities across the industry, including needs assessments, learning collaborative opportunities, and dissemination of findings, with an eye towards technical assistance coordination as needed.
- Coordinate the incubation of best practice services and innovations within Enterprise Community Developments' housing portfolio, in close alignment with leadership and existing property management and Resident Services staff.
- Represent Enterprise in external meetings with both housing, service, investors and other industry partners.
- Co-develop and advance programmatic and policy strategies to improve the systems of care and funding available to individuals and families with low-incomes living in affordable housing.
- Partner with third-party evaluation consultants as needed, and with members of Enterprise's Impact and Evaluation team, to measure the impact and success of existing or proposed services and recommendations, with a particular focus on large-scale or innovative initiatives that engage or uplift systems coordination and change.
- Co-manage a program budget inclusive of resource allocation, disbursements, and programmatic initiatives, with an eye towards leveraging new and innovative funding streams and opportunities.
- Co-lead and partner with Enterprise's Resource Development and Communications group to actively identify and raise funds as needed to scale the initiative beyond the initial scope of work.
- Manage the performance of the program through goal setting, ongoing assessment, and communication.
- Coordinate with national Enterprise colleagues to pursue media and communications opportunities to disseminate programmatic findings.

Qualifications

- 12+ years of experience in the fields of housing and community development, public and social policy or resident services, public policy, public health, or government. Experience in working with individuals, families and systems address economic and upward mobility issues highly desirable.
- Undergraduate degree: graduate degree preferred. Graduate degree may substitute for up to two (2) years of experience.
- Expertise in affordable housing finance is desirable.
- Knowledge of housing-adjacent systems and policies that affect individuals and families with low-incomes.
- Firm understanding of the connection between racial equity and housing access, with a commitment to centering and advancing inclusive practices and actions at all stages of this initiative and within Enterprise's culture.
- Experience working with non-profit and for-profit executive staff, including boards of directors and other executive staff
- Experience in designing, implementing, and evaluating social programs, and an understanding of funding streams within and around the affordable housing industry.
- Lived experience and/or service that informs worldviews and/or perspectives about creating opportunity across race, ethnicity, language, social class, gender, sexuality, religion, disability, and other dimensions.
- Ability to live in the gray while consistently working towards a collective vision.
- Excellent organizational, program design and development skills, including a demonstrated ability to manage multiple projects and assignments, meet tight deadlines, coordinate, and communicate effectively among widely dispersed partners.
- Superior written communication skills, including editing and proofreading, and experience in writing successful literature reviews, funding proposals, blog posts, white papers, project reports, and related deliverables.
- Excellent critical thinking and creative problem-solving skills.
- Excellent presentation and verbal communication skills; able to represent Enterprise in a variety of settings.
- Successful experience working independently and within a team setting; specific experience working "virtually" with teams and colleagues located across multiple offices highly desired.
- Ability to travel up to 15% of time as in person operations resume.

About Us



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