

WHDC Job Description

Job Title: Director of Resident Services

Department: Resident Services

Reports To: President / CEO

Supervisory Role: Yes

FLSA Status: Exempt

Company Overview

Wesley Housing is a nonprofit community housing developer whose mission is to develop, own, operate, preserve, and maintain affordable housing and sustain quality communities for low- and moderate-income families and individuals across the Washington, D.C. region. The heart and soul of Wesley Housing's mission lies in our commitment to combine affordable housing with family programs and supportive services to foster positive development and self-sufficiency for all adults, children, and families. Wesley Housing's headquarters are located in Alexandria, VA (Fairfax County). Our apartment communities are located throughout the Washington, D.C. metro region.

To apply, please visit our careers website at <https://wesleyhousing.org/about-us/careers/>. Click on *Open Positions*. Select the position you are interested in. Then click the *Apply* button to submit your application.

Job Summary

The Director of Resident Services manages overall performance of the resident social services program. Through effective leadership, motivation, and communication, the Director plans and directs the activities of Wesley Housing Resident Services staff to facilitate achieving short and long-term goals and objectives. The Director demonstrates continuous improvement in operations and works cooperatively at all levels to provide quality, seamless resident services.

The Resident Services team is comprised of three area managers, and about 12 other staff members who work as resident services coordinators or employment specialists. The Resident Services team is augmented by interns from two area universities, who work under the supervision of staff throughout the fall, spring, and summer semesters.

Essential Functions

- Provide leadership in program planning, development, implementation, evaluation, and operations of social services programs
- Staff advisory boards
- Direct the activities of resident programs and supportive housing services
- Effectively delegate responsibilities of day-to-day operations
- Plan, organize, and direct the activities of Resident Services
- Supervise Regional Community Service Managers and other staff
- Perform employee evaluations
- Ensure adherence to Wesley policies and procedures
- Conduct training assessments to determine training gaps and coordinate ongoing training
- Establish, maintain, and model effective leadership to develop a strong sense of teamwork
- Maintain regular schedule of staff meetings, group discussions, and staff retreats
- Provide President/CEO with timely and accurate monthly Board of Directors report

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- Create, monitor, and maintain department budget and line item costs and expenditures
- Develop community and private partnerships to cultivate partnership agreements, Memorandums of Understanding, and contracts
- Work with the Finance and External Relations departments to monitor the delivery of services and contracts
- Develop protocols and curricula when needed for Resident Services programs
- Establish consistent tracking measures to monitor progress toward program targets
- Provide effective data analysis to determine relevant program improvements
- Support program and grant objectives with regular quality assurance to identify areas of improvement
- Work with the Chief Operating & External Relations Officer to research and identify funding sources
- Monitor grant contracts to ensure adherence to goals, objectives, and financial management requirements
- Maintain confidentiality of all administrative and resident information
- Participate in support efforts at county, regional, state, and national meetings related to resident services
- Represent Wesley Housing with professional and government agencies and organizations involved with human/social services and resident services
- Ensure the proper staffing of Wesley Agape House and Wesley-ASI Boards of Directors
- Provide support to staff in times of resident crisis
- Develop departmental goals, operational objectives, and budgets
- Develop, implement, and evaluate programs
- Establish departmental policies and procedures
- Direct the development and funding of programs
- Other duties as assigned

Required Education, Certifications, Licenses, Related Experience

- Master's Degree in Social Work, Psychology, Counseling or related field is preferred. Bachelor's degree is required.
- Three years minimum experience successfully managing managers.
- Five years minimum experience as a direct service provider in a social service setting, three of which include program development and implementation
- Nonprofit industry

Required Knowledge, Skills, Abilities

- Understanding of the fundamentals of community organizing and the social service system
- Social Services at city, state and federal level
- Compliance
- Design, development, and execution of community programs
- Performance management principles and best practices
- Social services supervision and prior experience managing professional staff
- Budget administration

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- Demonstrated understanding of socioeconomic factors and influences impacting low-income families, seniors, and persons with disabilities
- Federal and foundation grant writing and grants management
- Proficient with Microsoft Office, computer hardware, and resident and donor database management software
- Excellent oral and written communication skills
- Ability to communicate with tact and diplomacy
- Effective problem-solving skills
- Demonstrate cooperative and collaborative work habits
- Attention to detail
- Project management and implementation experience
- Experience working with culturally diverse populations

Physical Job Requirements

- Able to remain stationary (standing/seated) in front of computer monitor more than half the time
- Able to operate a motor vehicle and travel between different Wesley Housing properties throughout the week
- Able to regularly maneuver (lift, move, carry, slide, etc.) 15 – 40 lbs
- Able to operate machinery and/or equipment that requires the constant use of hands/fingers/wrists (ex.'s: typing, filing, etc.) more than half the time
- This role is exposed to hazardous chemicals and materials, outdoor weather conditions, and non-climate-controlled workspace(s) less than half the time
- Must be able to identify and distinguish between colors less than half the time

Travel Requirements

- This position commutes to various Wesley Housing locations in Northern VA and Washington, D.C., as well as community meetings and events, approximately 40 – 50% of the time
- Travel will be primarily by car, with the potential to travel occasionally by air or train

Wesley Housing has a mandatory COVID-19 vaccination policy.

All employees are required to be vaccinated against COVID-19 unless they have been approved for a medical or religious exemption.

Wesley Housing offers a generous benefits package to full-time employees that includes a competitive salary, health insurance, disability insurance, paid time off, flexible work schedule, opportunities for training, and a retirement plan with a company match.