

Position: Resident Services/CORES Program Manager -Temporary (*20-29 hrs. per wk.*)

Organization: Stewards of Affordable Housing for the Future (SAHF)

Program: Certified Organization for Resident Engagement and Services (CORES)

Location: Washington DC; Hybrid. Remote work may be considered for highly experienced candidates.

Term: Temporary -- 6-month contract, starting June 2025.

Compensation: The Manager will be paid an hourly rate (\$50/hour). We anticipate a minimum of 20 hours per week.

SUMMARY

Stewards of Affordable Housing for the Future (SAHF) is seeking an individual who is committed to building systems that deliver person-centered and impactful programming that supports resident housing stability, health and overall wellbeing. Successful candidates will have practical experience or knowledge of resident services operations and multifamily affordable housing paired with program management skills to support the Certified Organization for Resident Engagement and Services (CORES) program. **This is a six-month contract, to support the operation and administration of the CORES certification program.**

The CORES Program is a certification that recognizes and supports organizations that have developed a robust commitment, capacity, and competency in providing resident services coordination in affordable rental housing that is resident-centered and outcomes-driven. Since it launched in 2018, CORES has grown – with over 85 organizations certified to date - 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 Program Manager will have the opportunity to engage with high-capacity organizations operating across the country and learn about emerging and best practices in the delivery of resident services programs through their support of program operations, review of CORES applications, and engagement with practitioners throughout their application process and beyond. In addition, the Program Manager will support the program operations for the CORES-aligned property-level Enhanced Resident Services (ERS) application process we operate in partnership with Fannie Mae.

CORES is an outgrowth of SAHF's broader resident health and outcomes work. Since 2012, SAHF has worked with its members and partners to go upstream to identify where housing owners have the opportunity to address social determinants of health and create homes that support greater health equity and improved outcomes, establish and promote a shared [framework](#) and standards (through the [CORES Certification](#)) around infrastructure and capacities needed to

implement robust resident services coordination, support the field's use of [outcomes data](#) to demonstrate the [impact of programs](#), and identify policies, [financing opportunities](#), and practices that improve the effectiveness, availability, and [stability](#) of residents in service-enriched housing.

JOB DESCRIPTION

Provide ongoing support for CORES including but not limited to:

- Participate in the review of CORES applications and Property-level ERS Property Proposals and Annual Reports. This is an opportunity to learn about new models, best practices, and industry trends.
- Provide outreach, engagement, technical assistance, and strong customer service to organizations exploring or applying for the CORES certification.
- Provide administrative support in the development of the quarterly CORES Newsletter and for our quarterly webinar series, which provides opportunities for peer exchange of best practices in the field.
- Provide administrative and content development support for the Virtual CORES Annual Convening, likely in Fall, 2025.
- Assist with CORES social media/website and other promotional materials, as may be needed.
- Provide additional administrative support on invoicing, contract and vendor management, and program reporting, program reminders, and program updates, as may be requested.

QUALIFICATIONS

- A minimum of 3-5 years of experience in resident services/service-enriched affordable rental housing, with some experience in management or scaled practices
- Experience with a certification program or similar application review process, preferred.
- Strong analytic, project management, organization, and presentation skills
- Strong written communications skills
- Ability to work independently and collaboratively
- Must be willing to learn and become proficient in using the CORES program application and reporting platform (training will be provided)

COMPENSATION

The Contractor will be paid an hourly rate (\$50/hour). We anticipate a minimum of 20 hours per week.

TO APPLY

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.

ABOUT CORES

Since 2018, the [Certified Organization for Resident Engagement and Services \(CORES\) Certification](#) has recognized owner-operators and third-party providers that have developed a robust commitment, capacity, and competency in providing resident services coordination in affordable rental housing. CORES continues to represent a significant shift within the industry, recognizing the value and adoption of a systematic approach to resident services.

Achieving CORES signals an organization's commitment to the highest standards for resident services, resident health and well-being, and data-informed operations and decision-making. In addition to demonstrating these commitments, CORES opens up pathways to new funding sources and partnerships, helps deepen impact, and connects certified organization to a network of peers.

CORES certification is one requirement for an owner of multifamily affordable housing to qualify for Fannie Mae's [Healthy Housing Rewards – Enhanced Resident Services](#) (ERS)[™] financing incentives. CORES has also been included in a number of state [LIHTC Qualified Allocation Plans](#) and has been incorporated into the [Multifamily Impact Council's Impact Framework](#).

ABOUT SAHF

CORES is operated by **Stewards of Affordable Housing for the Future (SAHF)**. SAHF is a collaborative of [twelve exemplary multi-state nonprofit affordable housing](#) providers who own more than 145,000 affordable rental homes. 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 and its members apply on-the-ground experience to advance change in policy and practice. They leverage one another's best practices and collaborate with one another on business and mission opportunities. SAHF and its members are committed to scaling their successes through business innovations and policy change. Examples include SAHF's work to improve health outcomes for low-income individuals and families through [thought leadership](#) and [best practices](#), [financing innovations](#) and [healthy building practices](#).