

## **Regional Resident Services Program Manager**

**Location:** Rockville, MD (Primary Work Location)

**Salary Range:** \$70,000-\$80,000 Depending on experience

**Benefits:** Competitive benefits package and free parking

### **Summary:**

This position provides oversight and monitoring of the resident experience in Victory Housing, Inc.'s (VHI) senior and affordable housing rental communities, including resident customer satisfaction and efficacy of resident services programs. Centrally located at the corporate office while working with several communities, this position will work closely with the asset management team and third-party management companies' Resident Services Coordinators. Additionally, this role is responsible for goal setting and monitoring, policy development and contract/grant management, including program compliance set by external funders, in connection with resident experience and services.

### **Duties and Responsibilities:**

#### Performance Oversight & Review

- Provide oversight of VHI's life enrichment standards and prepare quarterly and annual community pulse reports.
  - Define impact measures by using data and regular reporting as a tool for accountability and quality improvement. Establish and track progress toward completion of goals.
  - Ensure that each community has a plan to facilitate consistent connections and communication between the residents and staff to ensure housing stability and positive experiences.
  - Conduct evaluations of current resident engagement and services performance and evaluation reviews.
- Implement portfolio wide resident satisfaction survey and analyze results to identify portfolio-wide trends and training needs and coordinate regional learning opportunities.
- Conduct site visits with on-site resident services coordinators to ensure ongoing and successful resident engagement through resident needs assessments, informational meetings and community event planning.

- Review and report on resident services performance and outcomes at VHI communities and make internal recommendations on personnel, budget and programming.
- Develop initial resident engagement and services plans for new communities during the funding and development process.

#### Consult & Support

- Consult with and support third party on-site resident service coordinators in the performance of outreach and the coordination of on- and off-site services, acting as a liaison as necessary with the various agencies or providers providing the targeted service(s).
- Field resident inquiries made to VHI and distribute appropriately. Provide guidance to asset management on escalated resident services issues; identify common themes to address on a policy level.
- Coordinate applications and awards for the VHI Heartship Fund for senior and affordable housing rental communities.
- Provide bi-annual training/update on VHI Heartship Fund program resources for third-party property management resident services coordinators and/or on-site staff.
- Communicate effectively with all stakeholders, orally and in writing; prepare clear, concise and comprehensive reports; handle interactions with courtesy, tact and sensitivity to the issues involved.

#### Identify & Distribute Best Practices

- Identify and evaluate emerging local and national trends and best practice models of resident engagement and/or service programs for application for potential implementation in affordable housing communities including LIHTC and HUD 202 communities.
- Assist in the development of portfolio-wide pilot programs and related tools and outcome measurements to expand program offerings designed to meet identified resident needs.

#### Network & Fundraise

- Identify, develop and maintain new and existing resource networks and partnerships with relevant funders, service providers, community organizations, healthcare/educational institutions and share resources with on-site resident service coordinators as appropriate.

- Establish and maintain highly effective and courteous working relationships with residents, property management staff, public and private agencies and social service organizations.
- Write, review and oversee grant requests for and memoranda of understanding with partnering organizations.

Other related duties as assigned.

**Qualifications:**

- A minimum of 4 years of professional experience in affordable housing, senior housing, human services, social work, or related field.
- Bachelor's degree required (Master's Degree preferred).
- Strong organizational, detail oriented, and time management skills
- Excellent written and oral communication skills.
- Demonstrated experience with policy writing, evaluating and/or researching.
- Ability to establish and maintain accurate program files and impeccable documentation.
- Ability to travel frequently to Victory Housing community sites in Maryland and DC.
- Proven ability to work independently and effectively as an individual and as part of a team.