





We're Hiring!! Regional Manager of Resident Service Programs

 **Location:** Baltimore City, MD (regional travel required)

 **Organization:** Homes for America, Inc.

 **Job Type:** Full-time

About Homes for America

Homes for America, Inc. (HFA) is a 501(c)(3) nonprofit organization founded in 1994 and headquartered in Annapolis, Maryland. HFA develops and preserves affordable, service-enriched housing for families, seniors, and individuals with special needs across Maryland, Pennsylvania, Delaware, and Virginia. With more than 6,500 apartments across 86 communities—and a growing development pipeline—our mission is to help residents remain stably housed and live as independently as possible.

The Opportunity

HFA is seeking a Regional Manager of Resident Service Programs to play a critical leadership role within our Service Enhanced Housing Division. This position provides direct case management to Permanent Supportive Housing (PSH) households, coordinates and delivers resident services at Clare Court II, and supervises Resident Service Coordinators supporting three communities in Baltimore City.

This role is ideal for a mission-driven professional with strong leadership skills and experience supporting individuals and families experiencing homelessness, disabilities, or housing instability.

Key Responsibilities

Leadership & Oversight

- Hire, train, supervise, and support Resident Service Coordinators across assigned communities
- Participate in interviewing Community Manager candidates
- Represent HFA in meetings, conferences, and advisory groups related to resident services and PSH
- Promote resident-centered, empathetic decision-making across properties

Permanent Supportive Housing & Case Management

- Conduct resident intakes, assessments, and individualized service plans
- Provide ongoing case management and ensure consistent follow-up
- Coordinate with external providers (mental health, healthcare, employment, legal services, etc.)



- Respond to resident crises, providing de-escalation, intervention, and referrals

Service Program Development & Monitoring

- Ensure communities meet HFA's service standards and compliance requirements
- Develop and maintain partnerships with local service providers
- Review and rank Quarterly Service Reports; develop improvement plans for low-ranking sites
- Participate in service monitoring reviews and prepare internal reports

Resident Engagement & Satisfaction

- Conduct resident meetings and satisfaction surveys
- Support resident councils or committees
- Elevate resident concerns and identify property or service issues requiring follow-up

Fiscal & Resource Development

- Manage service activity budgets and recommend annual funding allocations
- Secure donations, in-kind contributions, and volunteers
- Assist with grant writing and funding opportunities for resident services

Qualifications

Required

- Commitment to HFA's mission of affordable, service-enhanced housing
- Bachelor's degree in Social Work, Human Services, or a related field
- Experience in resident services, case management, social services, or affordable housing
- Demonstrated ability to manage staff, multiple programs, and competing priorities
- Strong communication, organization, and analytical skills
- Valid driver's license and ability to travel between sites

Preferred

- Master's degree in Social Work
- LMSW or LCSW licensure
- Experience supervising service staff or managing multisite programs
- Bilingual (Spanish/English)

Why Join Homes for America

- Meaningful, mission-driven work that creates lasting impact



- Collaborative and supportive professional environment
- Opportunity to shape and strengthen service programs across multiple communities

Salary Range: \$78,000 – \$85,000 annually, commensurate with experience and qualifications.

☰ Benefits Package Includes:

- Comprehensive medical, dental, and vision insurance
- Employer-paid life insurance
- 401(K) retirement plan with employer contribution
- Generous paid time off, including vacation, sick leave, and holidays
- Professional development and training opportunities
- Mileage reimbursement for required regional travel
- Supportive, mission-driven work environment with collegial leadership

Homes for America is committed to fair, equitable compensation and offers opportunities for professional growth while doing meaningful work that supports stable housing and resident well-being.

How to Apply

Apply through LinkedIn or submit your resume directly to **Julie@homesforamerica.org**

Homes for America is an equal opportunity employer and encourages candidates from all backgrounds to apply.