

# Resident Services Coordinator (RSC)



## ORGANIZATIONAL BACKGROUND

National Housing Trust (NHT) has been dedicated to creating and preserving affordable housing for almost 40 years. We build, preserve, and finance affordable housing and use that expertise to inform and advance resident-focused solutions to strengthen the broader affordable housing industry.

NHT has a staff of 50+ across five program areas: Policy, Lending, Real Estate Development, Community Outreach and Impact (COI), and Energy Solutions. Our hallmark is our cross-functional, integrated approach to innovating, demonstrating, and amplifying solutions to the affordable housing crisis in the U.S.

## ABOUT COI

Our Community Outreach and Impact (COI) team is dedicated to resident success. We believe that all people deserve affordable housing and that integrated, onsite services provide accessible support to our residents.

## POSITION

This is an exciting opportunity to have an impact on families in affordable housing communities across NHT's portfolio. With operational guidance and administrative support from NHT Communities, this is a unique opportunity to work with an organization dedicated to the success of the affordable housing communities in which we serve.

COI utilizes a HUB model designed to centralize and strengthen service delivery across multiple properties and communities. Under this model, Resident Services Coordinators (RSCs) work collaboratively with fellow team members to provide cross-site support to ensure continuity of services for residents by coordinating resident programming, services, referrals, and community engagement efforts.

This Baltimore-based position will support the Poppleton area community onsite, while also providing part-time remote support from Baltimore for the HUB model and DC-based RSCs with case management, resident follow-up, and other administrative responsibilities to help strengthen service coordination across NHT's portfolio.

The Resident Services Coordinator (RSC) will need to have a hands-on, self-starter approach to the coordination, implementation and management of resident services for children, youth, adults and/or seniors in an affordable housing community. The RSC is responsible for assessing the needs of the resident community, and the delivery of the programs and services to address the identified needs. The RSC is also responsible for tracking the goals and outputs of the implemented services and will be accountable for remaining on budget. The RSC will work closely with onsite property management staff and their team members, and report to the COI Regional Manager.

Essential to success will be the RSC's ability to actively engage with residents in the community and work with COI's Managing Director to develop a long-term plan that addresses the needs of residents. The RSC must regularly and effectively communicate with NHT, property managers, community leaders, residents and local community partners to ensure increased access to opportunity and resident empowerment. The RSC will work closely with NHT's COI team and asset management staff for operational purposes.

This position is Baltimore-based and requires weekly travel to DC every Tuesday to support the HUB model. This position does not qualify for a remote work.

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## RESPONSIBILITIES

### RESIDENT ENGAGEMENT

- Engage residents to organize and mobilize, building a sense of community.
- Connect residents to local resources to achieve their goals.
- Encourage resident participation in regular resident and family events, sustainability-related gatherings and other events to promote a strong sense of community.
- Identify and share success stories with Regional Manager on a regular basis in an effort to capture resident success.

### PROGRAM COORDINATION

- Work with Managing Director to develop a long-term workplan based on identified needs of residents.
- Plan and coordinate social events, recreational activities, and resident programs for all ages, including but not limited to educational advancement, financial literacy, community service, health & welfare, job readiness/workforce development, resident leadership, and other services.
- Develop appropriate and authentic programmatic goals and desired outcomes.
- Work with the Managing Director to build an annual budget and determine priority areas for funding. Manage program spending and resident services' site budget.
- Manage contracts/MOUs for third parties providing services at the property.
- Prepare a monthly internal report detailing programs, successes, challenges and goals for the corresponding period.
- Prepare external reports directed by contractual or MOU agreements, as needed.
- Recruit, train and supervise onsite volunteers as needed for program support.

### DATA MANAGEMENT

- Collect and manage resident demographic data in order to determine community-specific needs.
- Track goals and output metrics of services provided.

### DEVELOPMENT AND MAINTENANCE OF LOCAL PARTNERSHIPS

- Work with the Regional Manager to coordinate, manage and track existing and new partnerships to support resident needs.
- Establish and maintain relationships with local service providers, schools, civic organizations, funders, business partners, and other community-based organizations.

### COLLABORATION WITH THE REGIONAL MANAGER AND ONSITE STAFF

- Participate in weekly meetings with the Regional Manager.
- Meet regularly with onsite staff and tenant associations to plan resident meetings and community events, in addition to addressing any potential opportunities, challenges or mutual goals related to resident services.
- Support the Managing Director in fundraising, including but not limited to identifying potential donors and funders from local governments, foundations, and corporations.

## DOES THIS SOUND LIKE YOU?

Candidates will ideally have at least 2 years of experience in nonprofit affordable housing. Other qualifications include:

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- Commitment to NHT's mission, including a deep dedication to assisting low-income families create and access opportunities to thrive.
- Detail-oriented, entrepreneurial self-starter who relishes multitasking.
- A collaborative approach and team orientation, with a track record of working independently yet collaboratively with both onsite and offsite staff.
- Demonstrated success building relationships, leveraging community partnerships and working collaboratively with staff and outside partners.
- Excellent planning and organization skills, with a high level of attention to detail.
- Dependable and capable of completing assignments in a timely, accurate and thorough manner.
- Ability to manage programs/services, identify best practices and execute metrics.
- Excellent interpersonal, organizational and communications skills, verbal and written.
- Commitment to diversity, equity, and inclusion.
- Ability to travel to DC weekly on Tuesdays to support the HUB model and cross-site delivery approach.

## COMPENSATION

Salary and benefits are competitive and commensurate with experience. The starting salary range for this position is \$55,221 to \$73,610.

For further details on the benefits available, please refer to, [NHT's Summary of Benefits](#).

## JOIN US

[\*\*\*APPLY FOR THIS JOB\*\*\*](#). No phone calls, please.