

ORGANIZATIONAL BACKGROUND

National Housing Trust (NHT) has been dedicated to creating and preserving affordable housing for over 30 years. Our mission is to create and preserve affordable homes to provide opportunity, advance racial equity, reduce economic disparities, and strengthen community resilience through our integrated policy-plus-practice approach. We build, preserve, finance, and/or manage more than 4,000 affordable housing units across the mid-Atlantic region, 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, and Sustainability. Our hallmark is our cross-functional, integrated approach to innovating, demonstrating, and amplifying solutions to the affordable housing crisis in the U.S.

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. Throughout our work, we uphold the following values:

- Community Building
- Resident Leadership
- Racial Justice

POSITION

NHT's Community Outreach and Impact team is looking for a Resident Services Coordinator (RSC) with a hands-on, self-starter approach to the coordination, implementation, and management of programs for affordable housing communities in northwest DC. 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 works directly with residents and reports to NHT's Regional Manager of Community Outreach and Impact.

This position is DC-based. Due to the nature of the work, this position offers limited remote work options.

RESPONSIBILITIES

RESIDENT ENGAGEMENT

- Encourage residents to organize, mobilize and build a sense of community and local leadership.
- Connect residents to local resources including emergency rental assistance, food banks, workforce training, tutoring, and other programs to help them achieve their goals.
- Support and enable civic engagement.

PROGRAM COORDINATION

- Work with the Regional Manager and residents to develop programmatic goals based on the identified needs of the community.
- Coordinate resident programs for all ages, as determined by resident need and interest. Resident programs may include but are not limited to tutoring, financial literacy, community service, health services, job readiness/workforce development, and resident leadership training.
- Manage relationships with service providers at the property.
- Recruit, train and supervise onsite volunteers as needed for program support.
- Assist in the collection of resident survey data in order to determine community-specific needs.

WORKING WITH LOCAL PARTNERS

- 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 RESIDENT SERVICES REGIONAL MANAGER AND ONSITE STAFF

- Participate in regular meetings with the Regional Manager.
- Meet regularly with onsite staff and tenant associations to plan resident meetings and community events, in addition to addressing opportunities, challenges or goals related to resident services.

DOES THIS SOUND LIKE YOU?

This is an extraordinary opportunity for a committed and emerging leader with applicable experience. Candidates will ideally have experience in nonprofit affordable housing. Other qualifications include:

- Deep dedication to assisting low-income families create and access opportunities to thrive;
- Commitment to racial justice;
- Detail-oriented, entrepreneurial self-starter who relishes multitasking;
- Track record of working independently yet collaboratively with teams;
- Demonstrated success building relationships and leveraging community partnerships;
- Dependable and capable of completing assignments in a timely, accurate and thorough manner;
- Ability to manage programs/services, identify best practices and execute work plans;
- Excellent interpersonal, organizational and both verbal and written communications skills;
- Resourcefulness, with the ability to deliver results;
- Ability to work the occasional weekend and/or evening;
- Collaborative spirit and positive attitude (a good sense of humor is a plus); and
- Spanish language skills are a requirement.

COMPENSATION

Salary and benefits are competitive and commensurate with experience. The minimum, median, and maximum salary range for this position is \$51,800, \$69,000, and \$86,300, respectively.

JOIN US

[Apply for This Job](#). No phone calls.

NHT is committed to providing equal employment opportunity in all our employment programs and decisions, including, but not limited to recruitment and hiring. Equal employment opportunity is provided to all employees and applicants for employment without regard to race, color, religion, creed, sex, national origin or ancestry, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, political affiliation, disability, matriculation, genetic information, covered veteran's status or any other protected characteristic under federal, state, or local law. BIPOC applicants, women, and persons with disabilities are especially encouraged to apply.

NHT requires this position to maintain 'Up to Date' COVID-19 vaccination status, following the CDC guidelines, unless they are eligible for an accommodation due to a disability or sincerely held religious belief or practice that prevents them from receiving the vaccine.