



Position Announcement: Resident Services Coordinator

DHIC

Located in: Raleigh, NC

Hybrid

Our Vision

We envision a housing ecosystem that provides and promotes equity, generational wealth, health, and wellness for the communities in which we work.

Our Mission

DHIC supports individuals, families, and seniors by providing homes and opportunities that promote the financial, physical, and mental well-being of people and communities.

About DHIC

Established in 1974, DHIC, Inc. is the Research Triangle area's leader in affordable housing development, maintaining an emphasis on innovation, quality, attractive design, and green features at our properties. DHIC has constructed, acquired and/or rehabilitated 3,224 affordable rental units in 46 different locations in eight counties in North Carolina, and has built more than 350 new homes for first time homebuyers in Wake County. Together, these projects leveraged \$600 million in direct investment from both the private and public sectors. In addition to numerous designs, community service, and management recognitions we have received, DHIC is consistently rated as an "Exemplary" member of the NeighborWorks® America national network of non-profit community developers. DHIC is also a member of the Housing Partnership Network. Learn more about DHIC at www.dhic.org.

The Opportunity and Nature of Work

As DHIC continues to grow and scale up services, the **Resident Services Coordinator (RSC)** develops and maintains supportive, professional relationships with DHIC's residents, property management team, and service coordinators to better understand the daily lives, needs and goals of residents in family, senior and supportive housing communities. The RSC identifies, assesses, selects, develops, and maintains referral partnerships with community services resources in all counties in which DHIC has properties. The goal is to effectively coordinate service resources that match resident and DHIC goals, specifically as relates to the four core service areas noted above.

This is not a direct service position, although from time to time the RSC may develop or implement educational or direct service programming directly based on skills, particular situations, specialized opportunities, and locality. This position encourages but does not directly pursue programming with a primary social or recreational purpose. This position reports directly to the Manager of Resident Services who collaborates with the Vice President of Resource Development and Partnerships to coordinate the goals and objectives for the entire Resident



Services team. The RSC requires strong relationships and coordination with asset management and real estate development staff. The position requires some evening and weekend availability for events, meetings, and conferences.

About Resident Services

DHIC's community services program aims to enhance the quality of life and long-term stability and success of seniors, families, and people with special needs living in DHIC communities. Working in partnership with social service providers, public agencies, and property management staff, we focus our limited resources in four core service areas:

- **Youth Programs**, including after-school programs, events for young people, and tutoring.
- **Community Building**, including resident organizing, public safety programming, civic engagement, and special events, such as NeighborWorks Week celebrations.
- **Health and Financial Wellness**, including health screenings and financial capability training and in selected communities, smoking cessation programming.
- **Positive Senior Well-Being**, including wellness programs in high-utilization areas, service coordination, recreational and educational programming, and social activities, all directed at maximizing independent living options for residents of our communities.

Duties & Responsibilities

- Regularly analyze the types, frequency, and other characteristics of services that residents use and need to inform annual program planning.
- Establish and maintain positive relationships with community agencies and service providers to achieve these goals, and do so in all relevant counties, via MOU and other means.
- Develop annual program targets; track and measure against identified benchmarks; use data to modify programming as needed; and report to management and the board as needed. Goal setting and evaluation requires a collaborative approach with service agencies and property managers.
- Work with service providers and/or property managers to develop and ensure compliance in evaluation/data expectations and methodology.
- Annually evaluate service agreements, provide feedback to partners, and determine modifications and changes as needed.
- Assist with recruitment and management of volunteers or corporate volunteer opportunities as appropriate opportunities arise.
- Develop policies for and encourage the formation of Resident Associations within DHIC properties and assist these groups to develop resident-led programming to improve quality of life, safety, and a positive social environment for residents.
- Work with other DHIC staff to develop and execute DHIC's annual NeighborWorks® Week celebration and coordinate resident participation in the NeighborWorks® America Community Leadership Initiative.
- Participate in annual business planning and strategic planning processes, .
- Assist with and/or take the lead on relevant grant proposals/fundraising.

Knowledge, Abilities & Skills Desired

- Minimum Bachelor of Social Work or degree in Psychology, Counseling, Human Services, Public Health, Community Development, or a similar field.

- Minimum three years of experience in social service delivery with elderly, youth and/or family population or in a Housing/Multi-Family housing environment. Achievement of an MSW can be substituted for two years of experience.
- Demonstrated working knowledge of human and social services and other resources in the Triangle region of NC and/or other counties served by DHIC.
- Ability to communicate with many different people, including children, parents, educators, funders, partners, senior management, and volunteers.
- Ability to multi-task, work to deadline.
- Basic knowledge of qualitative and quantitative evaluation techniques in social service delivery.
- Demonstrated ability to advocate, organize, problem-solve, and provide results.
- Self-motivated yet strong team player.
- Supervisory experience may be necessary in some situations.
- Knowledge of Yardi, Salesforce, Property Management databases or CRM a plus.
- Advanced skills with Microsoft Office Suite, SharePoint, and other web based applications.

The RSC must demonstrate a firm commitment to and passion for DHIC's mission, vision, and values. Additionally, the individual should demonstrate a variety of attributes, including:

- **Empathy and Compassion:** Have a strong sense of empathy and compassion is crucial to understanding and addressing the diverse needs and concerns of residents.
- **Culturally Sensitive:** Understanding and respecting of the cultural backgrounds and preferences of residents to foster an inclusive and welcoming environment.
- **Patience:** The ability to remain patient and calm when dealing with challenging or sensitive situations.
- **Customer Service:** Ability to provide excellent customer service to create a positive and supportive environment for residents.
- **Takes Initiative:** Ability to take the initiative to identify and implement programs or services that can improve residents' quality of life.
- **Motivating and Engaging:** Ability to encourage individuals to actively participate in onsite activities and remain engaged in ongoing supportive services.
- **Objective:** It is important to maintain a neutral and unbiased perspective when evaluating or analyzing information.

Working Environment

This position is expected to maintain regular hours of work which will be a combination of working in a normal office environment at the DHIC administrative office in downtown Raleigh and remote work, including work-from-home and meeting outside the office at properties and coordinating events at other locations. The employee is expected to meet the physical demands to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply

To apply, click on the link to the **DHIC – Resident Services Coordinator** position profile at [ArmstrongMcGuire.com/jobs](https://www.armstrongmcguire.com/jobs). You will see instructions for uploading your compelling cover letter, resume, salary requirements, and professional references. Please provide all requested information to be considered. In case of any technical problems, contact talent@armstrongmcguire.com. No phone calls, please, and no applications will be accepted by email or directly from third-party posting sites.

Annual salary starts in the \$56,000 range. An excellent benefits package includes medical, dental, vision, life, & long term disability insurance, 403(b) retirement plan, 12 vacation days and 12 sick days with options and growth based on longevity.

DHIC is committed to a diverse and inclusive workforce and encourages all candidates, especially those who have been historically under-represented based on race, ethnicity, age, disability, sexual orientation, gender, socioeconomic status, citizenship status, or religion to apply.

Review of candidates will continue until the position is filled.