RESIDENT SERVICES COORDINATOR

Reports to: Resident Services Manager/Associate Director, RS
Status: Full-time, Non-Exempt

About True Ground Housing Partners

True Ground Housing Partners (formerly APAH) was founded in 1989 by four families motivated to address affordable housing in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 5,000 people in the Washington DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home. True Ground is a mission driven, community minded and resident focused organization guided by seven core values: compassion, integrity, collaboration, innovation, excellence, impact, and racial equity.

Summary Description

The Resident Services Coordinator (RSC) is an integral and collaborative member of the Resident Services Team, actively supporting residents to live stably in their housing and thrive in the community. The RSC empowers residents with information and referrals, help navigating resources, and opportunities to grow and advance. The RSC is responsible for executing onsite resident programs, special events, and direct resident support and assistance. The RSC also plays a key role in completing team goals by assisting with ongoing resident assessments (intake, needs, seniors) and various administrative tasks, and by supporting the work of the Resident Services Managers, Associate Directors and Vice-President of Resident Services. The RSC works collaboratively with residents across all age groups, including families with children, youth, and older adults, to identify needs, conduct assessments, and facilitate access to appropriate resources. The position requires familiarity with affordable housing programs, including Project Based Vouchers (PBV) and Permanent Supportive Housing (PSH), and knowledge of local community resources, particularly Fairfax County services, to support residents in maintaining housing stability and overall quality of life.

Essential Functions

Programming (40%)

- Effectively coordinates, prepares, manages, and executes assigned resident programs, for all ages, based on survey results indicating resident need and interest and alignment with overall team goals. Resident programs (on-site at True Ground properties and virtual offerings) include relevant topics such as children's enrichment activities, financial literacy, community service, health services, job readiness/workforce development, and resident leadership training.
- Ensures effective scheduling of events, direct outreach to residents and attendees, appropriate room set up/virtual access planning, and thorough material preparation.
- Manages and engages volunteers to successfully support programming and promote volunteer retention.
- Coordinates and delivers weekly onsite programs with key partners including enrolling residents (when required), ensuring eligibility, coordinating with partners, managing volunteers, creating streamlined processes, and troubleshooting issues.

Resident Support (40%)

- Assists residents with lease compliance issues, such as housekeeping and late rental payments, by locating, coordinating, and monitoring appropriate services.
- Manages, coordinates, and maintains regular contact with residents at each designated development, primarily through face-to-face meetings and/or phone calls tailored to each individual's or family's needs.
- Creates outreach opportunities by promoting classes/programs, workshops, and special events through various mediums (flyers, website, phone calls).
- Conducts resident assessments to identify strengths, needs, barriers, and service gaps; develops appropriate support strategies; and connects residents to community-based resources.

Administration (20%)

- Collects, manages, reports and analyzes data, through the case management platform, on a weekly basis to ensure accuracy and consistency with established data collection standards. Utilizes the case management platform daily to better understand Return on Investment for Resident Services Team.
- Manages and reconciles a monthly program/services budget.
- Creates a monthly calendar of events, produces outreach flyers, and newsletters, using digital tools and communication platforms.
- Routinely participates in full staff calls, regional peer sharing calls, meetings with property managers, meetings with direct supervisor, and meetings with the leadership team.

Supervisory Responsibility

None.

Competency

- Strong attention to detail
- Strong organizational and time management skills
- Excellent communication skills/Active listener
- Friendly outgoing personality/Empathetic
- Team orientation
- Able to adapt to changing priorities
- Microsoft Office Suite and Apricot/participant data systems
- Electronic recordkeeping, data tracking, and reporting
- Data accuracy and confidentiality; technology for program monitoring

Qualifications

- Bachelor's degree in social work, human services, or a related field (or equivalent experience).
- 1-2 years of experience working with underserved, low- to moderate-income communities preferred; human services experience strongly preferred.
- Familiarity with Project-Based Voucher (PBV) communities and Permanent Supportive Housing (PSH) populations, including residents facing housing instability or homelessness.
- Knowledge of Fairfax County resources, including social services, behavioral health, housing, food assistance, employment, senior, and family support.
- Fluent English; Spanish, Amharic, Korean, or Mongolian helpful.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database navigation; skilled in data entry, tracking, and reporting. Knowledge of Apricot/Bonterra systems a plus.
- Commitment to True Ground's mission of providing affordable housing and improving residents' lives.

Expected Hours of Work

This is a full-time, non-exempt position, working approximately 40 hours per week, Monday - Friday, 10:00am-6:30pm with regular evening hours 2-3 times per week (7:00pm/8:00pm). Occasional weekend support may be required for special events/programming.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Salary and Benefits

The salary range for this position is $57,200 - $76,300 annually. True Ground is committed to equitable and competitive compensation practices. Initial offers typically fall within the lower to middle portion of the salary range and are determined based on relevant experience and education. The full salary range reflects opportunities for salary growth over time.

True Ground has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

*True Ground is an E-Verify employer and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use **E-Verify** once a job offer is accepted, following submission of the Form I-9.*