



## EMPLOYMENT OPPORTUNITY

### DIRECTOR OF RESIDENT SERVICES

**Opportunity Overview:** Preservation of Affordable Housing, Inc. (POAH), is a national nonprofit developer and owner of more than 8,500 affordable housing apartments at more than 70 sites in Connecticut, the District of Columbia, Florida, Illinois, Maryland, Massachusetts, Michigan, Missouri, New Hampshire and Rhode Island. Preservation Housing Management, LLC (PHM) is POAH's high-performance property management subsidiary, and employs approximately 350 people. POAH and PHM are headquartered in Boston, with offices in Kansas City and Chicago.

POAH and PHM are committed to the principle that our affordable housing should serve as a stable platform from which our residents can improve their lives. We are intensifying our commitment to ensuring our residents have access to the services and resources they need to succeed, and are hiring a new Director of Resident Services to play a key role in that effort at PHM.

As detailed below, the Director of Resident Services will have broad responsibility for both program design and implementation across our housing portfolio, reporting to the Chief Operating Officer of PHM and working closely with POAH's Vice President for Resident Services and Community Improvement. Special emphasis will be placed on interventions for children and families, and on the use of resident outcomes data to evaluate and improve program performance; successful candidates will be well prepared to address these key issues.

**Role:** Some of the Director of Resident Services' specific and essential tasks may include:

1. Assist in the design and refinement of strategies and scopes of work for resident services interventions across the POAH portfolio.
2. Oversee baseline resident services coordination functions delivered at all POAH sites, by resident services coordinators and other property management staff. Assist in the development of and oversee networks of effective service providers and partners accessible to residents of each property.
3. Provide leadership, technical and administrative support to site staff engaged in provision of resident services coordination.
4. Oversee the development and implementation of enhanced resident services interventions at selected demonstration sites within the portfolio.
5. Oversee the initiation of POAH resident services coordination programs at newly acquired or developed housing properties (multiple sites per year).
6. Assist in the design and implementation of reporting systems to support the collection and analysis of data on the effectiveness of all resident services interventions. Evaluate outcomes data and incorporate conclusions into revisions to sites' resident services strategies and

practices. Provide ongoing outcomes summaries and analysis to support decision-making by the Vice President for Resident Services and Community Improvement and the senior staff.

**Knowledge & Experience:** Candidates for this position should possess at least 7 years of relevant experience and knowledge in most or all of the following areas:

1. Knowledge of current resident services & best practices, with particular emphasis on effective interventions for children and families
2. Experience or familiarity with property management in affordable rental housing
3. Experience or familiarity with major affordable housing subsidy programs (LIHTC, Section 8)
4. Knowledge of and experience with the use of outcomes data for performance management
5. Knowledge of and experience with the development and management of service program operating budgets
6. College degree in social services or a related field

**Skill:** Candidates should have demonstrated ability in some or all of the following areas:

1. Manage multiple staff at multiple sites
2. Manage simultaneous and competing activities and demands
3. Manage projects or tasks independently
4. Excellent judgment and strong interpersonal skills
5. Excellent communications skills & written and verbal
6. Strong self-motivation and orientation to delivering results
7. Remain organized and meet deadlines.

We hire smart people who enjoy their work and who want to make a positive difference for our residents every day. We are an honest, capable and professional affordable housing company that takes care of its employees with attractive compensation, benefits and resource support including advanced technology and operating systems. You will be a part of a strong team of individuals which routinely accomplishes great things.

Salary is competitive and commensurate with experience. This is an exempt position and benefits are included.

Interested applicants should forward their resume and cover letter to [srudio@preservationhousing.com](mailto:srudio@preservationhousing.com) when applying for this position. This position will be filled no later than April 30, 2014.

PHM is an equal opportunity employer and is committed to diversity in the work force. For more information, visit us at [www.poah.org/phm](http://www.poah.org/phm).