



Fellowship Square

Resident Services Director *(full-time position located in Reston, VA)*

Come work for an exciting non-profit that is serving the community and making a difference in people's lives!

We offer a challenging but professionally satisfying work environment where you will be part of a team that values creativity, high standards and impact. You will have the support and encouragement you need to fulfill your professional goals while at the same time creating positive living environments for adult seniors who struggle to make ends meet.

The Resident Services Director (RSD) manages three full-time Service Coordinators (one at each Fellowship House). The RSD is responsible for implementing strategies that follow best practices in independent senior living and ensure programs and services meet the needs of residents. The RSD will build strong relationships with our on-site property management staff, Boards of Directors, community partners and others who support resident life at Fellowship House. The RSD will balance time between FSHQ in Reston and attending meetings and events throughout the region and at each Fellowship House.

The RSD will provide guidance and support to all Service Coordinators and ensure that a consistent model of service is implemented throughout each Fellowship Square community. The RSD will ensure service delivery adheres to the applicable local, state and federal agencies.

PRINCIPLE DUTIES

- Work collaboratively with Service Coordinators, property management staff and others to develop annual resident programs and activities plans. Provide updates, summaries and analysis to ensure plan goals are met or course of action is taken to improve outcomes.
- Develop and utilize resident engagement data and annual resident assessment information to establish Key Performance Indicators (KPIs) that help to identify trends, issues and areas that require additional resources.
- Understand and monitor all aspects of the HUD Resident Service Coordinator grant, ensuring annual filing of the Standards for Success and the minimum hours of training for the Service Coordinators is achieved.

- Develop and monitor the annual Resident Services budget; assist property management and Service Coordinators in developing annual Resident Life budget at the properties; monitor and approve Service Coordinator expenses
- Work collaboratively with the Fundraising Dept to identify new funding opportunities; ensure the Resident Services team has adequate resources to fully execute annual program and service plans.
- Review and improve policies, procedures, standards for Resident Services team; collaborate with the Housing Specialist to improve effectiveness of the Service Coordinator and management staff in addressing resident issues; ensure alignment with all HUD and Fair Housing regulations.
- Collaborate with the Communications team to develop the annual resident communications plan; provide input and suggestions for marketing and promoting events and activities to increase resident engagement.
- Develop tools and strategies to gather input from residents, family members, volunteers, community partners and others which help us to evaluate the success and impact of programs and services.
- Participate in annual event planning to showcase the impact of volunteers and community partners and the value they bring to Fellowship Square residents.
- Develop short and long-term goals that help to advance our mission, achieve strategic goals and enhance the life of residents at all Fellowship Square properties.
- Collaborate with the Fundraising Dept to maximize opportunities in fundraising, public relations and advocacy.

QUALIFICATIONS

- Bachelor's degree required; MBA or advanced degree preferred.
- Minimum seven years of work experience in similar role at a senior community
- Minimum four years of leadership and managerial experience
- Strong working knowledge of all aspects of Microsoft Office Suite, including Excel.
- Experience with contact management software, such as Pangea
- Knowledge of health and safety guidelines for senior living communities.
- Certification as a Healthcare Administrator or related field a plus.
- Experience in budget management and financial reporting.

CORE COMPETENCIES

- Strong working knowledge of best practices for senior living and resident services.
- Broad knowledge of property management, Fair Housing laws and affordable housing.

- Strong critical thinking skills to solve problems, seek new opportunities and anticipate outcomes.
- Able to create project-specific budgets and manage P&L statements pertaining to Resident Service initiatives
- Proven ability to achieve results while maintaining focus in a fast-paced environment; commitment to meeting deadlines.
- Use creative thinking to generate workable solutions that produce results.
- Takes responsibility for team's performance; takes ownership of problems or challenges, addresses issues with the utmost integrity, respect and accountability.
- Display a consistently high level of professionalism; demonstrated ability to forge meaningful and productive relationships with a wide array of stakeholders.
- Excellent communication skills, verbal and written, with the ability to make quality presentations that are visually appealing, informative and succinct.
- Impressive organizational skills that support a high level of productivity.

Benefits: Fellowship Square is proud to provide a benefits package that is designed to support your physical, financial, and emotional wellbeing. We offer 100% employer paid medical, dental and vision coverage, 100% paid short-term disability, long-term disability, and life insurance. Paid Time Off, 403(b), 10 paid holidays, bereavement leave, parental leave, jury duty leave, professional development opportunities and more.

Salary: Salary range is \$100,000 - \$120,000 annually, commensurate with experience.

How to apply: send a cover letter and resume to info@fellowshipsquare.org