



JOB VACANCY ANNOUNCEMENT	
TO:	All eligible and interest parties
DATE:	10/30/2025
JOB TITLE/STATUS/LOCATION	Director of Resident Services
SCHEDULE:	Monday – Friday, 8:00 am – 4:30 pm
PAY RATE:	\$60,000 – \$70,000
DEADLINE TO APPLY:	Until filled

Purpose of Position

The Director of Resident Services provides strategic leadership for programs that enhance residents' quality of life, self-sufficiency, and community engagement in Housing Authority properties. The role ensures alignment with the agency's mission, HUD regulations, and community needs through effective program management, partnerships, staff supervision, and resident empowerment.

Key Responsibilities

Program Leadership & Development

- Lead the planning, coordination, and evaluation of resident service programs across all properties.
- Conduct needs assessments and develops annual service plans aligned with property budgets and measurable outcomes.
- Supervise and develop Resident Service Coordinators and related staff.
- Manage program and resident association budgets; ensure compliance with HUD (ROSS and FSS) requirements and reporting.
- Oversee grant reporting and pursue funding opportunities to expand services.
- Coordinate resident engagement initiatives, workshops, and community events that foster participation and empowerment.
- Provide responsive support during tenant crises, collaborating with community resources to ensure appropriate interventions.
- Support formation and sustainability of resident councils to promote resident voice in decision-making.

Partnership & Collaboration

- Build and maintain partnerships with local agencies, nonprofits, and educational institutions to enhance resident services.
- Develop MOUs and partnership agreements; monitor partner performance and ensure alignment with program goals.
- Represent the Housing Authority at community meetings and public forums to advocate for resident needs.

Administration & Reporting

- Manage departmental budgets and fiscal accountability.
 - Track KPIs, outcomes, and service delivery metrics to evaluate performance.
 - Prepare reports for the Executive Director, Board, and HUD; maintain accurate documentation and compliance with all regulations.
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Qualifications

- Bachelor's degree in Social Work, Human Services, Public Administration, Urban Studies, or related field. (preferred not required)
- Minimum five (5) years of progressive experience in social services, housing, or community development, with at least three (3) in a supervisory role.
- Knowledge of HUD programs (ROSS, FSS) and regulatory compliance.
- Demonstrated ability in program development, evaluation, and partnership management.
- Strong communication, leadership, and data management skills; proficiency in Microsoft Office.

Preferred

- Experience with grant writing and fundraising.
 - Familiarity with case management or resident tracking software.
 - Bilingual proficiency preferred.
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Working Conditions

- Primarily office-based with frequent travel to sites and community meetings.
- Occasional evening/weekend work for resident events.
- Must be able to lift 20 lbs and hold a valid PA Driver's License.

To apply, you must submit your resume or letter of interest via email to vinam@harrisburghousing.org