



JOB VACANCY ANNOUNCEMENT	
TO:	All eligible and interest parties
DATE:	2/17/2026 (repost)
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.

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### **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](mailto:vinam@harrisburghousing.org)**