



TEAM: Joppa

TITLE: Joppa Village Manager

REPORTS TO: Homeless Services Manager

CLASSIFICATION: Full-Time, Exempt

POSITION SUMMARY

The Joppa Village Manager provides day-to-day leadership for Joppa Village and is responsible for ensuring the community operates safely, effectively and in a manner that promotes housing stability, dignity and belonging. This position stewards the Village's physical environment, operational systems, resident experience and community standards while helping create a place where formerly homeless neighbors can flourish.

Working within Joppa's mission, values and supportive housing philosophy, the Village Manager provides leadership for Village operations, leasing, maintenance coordination, safety, vendor relationships, budgeting and community standards. While many responsibilities resemble traditional property management, success in this role is measured not only by operational excellence but by helping Neighbors remain successfully housed in a healthy, thriving community.

Collaborates effectively with the Chief Operations & Finance Officer, Neighbor Care Manager, Director of Homeless Services, and other organizational leaders while respecting each position's distinct responsibilities and maintaining clear accountability.

The ideal candidate views this role not simply as managing property but as stewarding a community where people rebuilding their lives are treated with dignity, held to clear expectations and given every reasonable opportunity to achieve long-term housing stability.

ESSENTIAL FUNCTIONS

Village Operations & Community Stewardship

- Lead the day-to-day operations of Joppa Village
- Ensure the Village remains clean, safe, welcoming, attractive, well maintained and reflective of Joppa's commitment to excellence and dignity
- Steward the overall appearance, reputation and long-term health of the Village
- Coordinate maintenance services, contractors, vendors and capital improvement projects
- Respond appropriately to operational issues, resident concerns and facility-related needs
- Develop, implement and periodically review Village operating procedures that strengthen consistency and organizational effectiveness
- Ensures operational expenditures remain within approved budgets and follows established purchasing, contracting, and financial approval processes.

Resident Housing Stability & Lease Administration

- Administer leasing, occupancy, move-in, move-out and renewal processes in accordance with Village policies
- Promote timely rent collection while balancing accountability with compassion
- Apply leases, community standards and Village policies fairly, consistently and respectfully
- Address lease violations, resident conflicts and housing concerns using sound judgment and appropriate documentation
- Support Neighbors in maintaining stable housing through proactive communication and problem solving
- Ensure resident records, leases and operational documentation remain accurate, complete and secure

Community Standards, Safety & Risk Management

- Foster a community culture that promotes dignity, responsibility, respect and belonging
- Ensure Village policies support a healthy residential environment while maintaining a long-term perspective as the community evolves
- Administer and consistently enforce Village policies governing community living while balancing accountability, fairness and compassion
- Oversee Village security systems, including cameras, access controls, license plate readers and related technologies while coordinating contracted security services and vendor support
- Address unauthorized visitors, criminal activity, safety concerns and other situations that threaten the well-being of the Village
- Build collaborative relationships with the Des Moines Police Department, law enforcement partners, emergency responders, contracted security providers and other community partners when appropriate
- Coordinate emergency preparedness, incident response and operational readiness activities
- Oversee contracted services such as pest control and other property-related vendors to maintain a healthy living environment

Facilities, Grounds & Operational Systems

- Coordinate routine maintenance, preventive maintenance and repair activities for buildings, grounds and infrastructure
- Ensure common spaces, landscaping, community gardens, outdoor areas and shared amenities remain attractive, functional, welcoming and supportive of community life
- Oversee operational systems supporting the Village, including work order processes, vendor coordination and facility inspections
- Monitor inventory, supplies and operational resources needed for effective Village operations
- Identify facility needs and recommend improvements that strengthen resident experience and long-term stewardship
- Works closely with the Chief Operations & Finance Officer to ensure Village operations comply with organizational financial policies, purchasing procedures, internal controls, and administrative standards.

Collaboration & Community Partnerships

- Partner closely with the Neighbor Care Manager to support resident success and long-term housing stability
- Coordinate effectively with the Director of Homeless Services regarding Village operations, priorities and organizational objectives
- Build productive working relationships with the Des Moines Police Department, City staff, elected officials, neighborhood leaders and other stakeholders in support of Village success
- Build positive relationships with churches, volunteers, meal providers, community organizations, contractors and other Village partners
- Coordinate operational support for shared community resources, including the Welcome Center, Village Market, community gardens, community meals, volunteer activities, dignified work opportunities and other resident amenities
- Maintain accurate operational reports, documentation and performance information that support organizational decision-making
- Contribute to continuous improvement efforts that strengthen Village operations and resident outcomes

COLLABORATION & LEADERSHIP

- Communicates effectively with Neighbors, staff, volunteers, contractors, partners and organizational leadership
- Builds trust, accountability and healthy relationships throughout the Village community
- Collaborates effectively with the Neighbor Care Manager while respecting each position's distinct responsibilities
- Exercises sound judgment regarding when to make decisions independently, seek collaboration or elevate significant concerns
- Represents Joppa with professionalism while fostering confidence among residents, neighbors and community partners

PROFESSIONALISM & RELIABILITY

- Demonstrates integrity, humility, compassion, accountability and sound judgment
- Represents Joppa with professionalism, care and discretion in all settings
- Maintains healthy boundaries and upholds Joppa's Code of Conduct and organizational policies
- Demonstrates steadiness and maturity when navigating conflict, crisis and emotionally demanding situations
- Demonstrates adaptability, reliability and a commitment to learning and continuous improvement
- Passes a background check in accordance with organizational standards

MINIMUM QUALIFICATIONS

Education & Experience

- Bachelor's degree in business, nonprofit leadership, property management, public administration or another relevant field preferred. Equivalent leadership experience may be substituted for formal education.
- Two or more years of progressively responsible experience in residential property management, community management, nonprofit housing, hospitality, facilities management or another operational leadership environment preferred

- Experience supervising vendors, contractors or operational services preferred
- Experience working with affordable housing, supportive housing or vulnerable populations preferred
- Experience managing budgets, facilities and operational systems preferred

Property management experience is valuable; however, candidates with experience in community leadership, nonprofit housing, hospitality, facilities management or similar operational environments who demonstrate strong relational leadership and alignment with Joppa's mission are encouraged to apply.

Skills & Competencies

- Demonstrated ability to build relationships while maintaining appropriate accountability and boundaries
- Strong organizational leadership, operational judgment and problem-solving ability
- Ability to balance compassion with consistent enforcement of policies and community standards
- Excellent communication, conflict resolution and interpersonal skills
- Ability to coordinate multiple priorities while maintaining attention to detail
- Strong organizational, project management and administrative skills
- High emotional intelligence, discretion and professional maturity
- Strong computer proficiency, including property management software, databases, spreadsheets and communication platforms

PERFORMANCE CRITERIA

Annual performance goals will be established with the Director of Homeless Services based on organizational priorities. Performance will generally be evaluated through a balanced scorecard that includes:

- Resident housing stability, successful lease retention and long-term resident success
- Village appearance, maintenance and operational effectiveness
- Budget stewardship and responsible resource management
- Resident satisfaction and healthy community culture
- Timely rent collection and lease administration
- Safety, risk management and policy compliance
- Effective collaboration with the Neighbor Care Manager and broader homeless services team

Performance expectations recognize that resident success is influenced by housing availability, behavioral health, community resources and other external factors beyond Joppa's direct control.

ORGANIZATIONAL STEWARDSHIP

Leaders at Joppa are entrusted with stewarding the organization's mission, people, culture, resources, relationships and reputation. Accordingly, this position is expected to exercise sound judgment, embrace responsibilities beyond those specifically described and actively contribute to Joppa's long-term health, effectiveness and Kingdom impact. As Joppa grows, responsibilities may evolve, but the commitment to faithful stewardship remains constant.