



## **JOB POSTING**

### **RESIDENT SERVICES COORDINATOR (Full Time) (MARYLAND – Baltimore or Montgomery County)**

AHC Inc. is seeking a service focused team member ready to collaborate with the team that thrives in lifting the mission of AHC and committed to planning and delivering impactful, culturally inclusive, and resident-informed programming in multi-family or seniors apartment communities in Virginia. Responsibilities include connecting residents with community resources and coordinating, promoting, and facilitating activities, workshops, and programs for children, adults, and seniors within Resident Services' cornerstones.

AHC is actively developing affordable, workforce and mixed-income rental housing in Virginia, Washington DC, and Maryland and currently owns over 8,000 apartment units at more than 50 communities. AHC's award-winning Resident Services program provides a robust range of trauma-informed wraparound services that focus on four key areas: education, financial resilience, health, and community building and engagement.

#### **The "WHY" of the Resident Services Team:**

AHC's Resident Services team helps communities thrive by providing its residents with educational and social services programs to help them build more stable and successful lives. We work to provide services where people live and builds long-term and trusting relationships with families and individuals.

#### **How the Resident Services Coordinators Impacts the Work of AHC:**

Resident Services Coordinators (RSC) are responsible for delivering impactful, culturally inclusive, and resident-informed programming and services in AHC's multi-family or senior apartment communities. RSCs are responsible for empowering and supporting residents on having housing stability and opportunities to thrive in safe and welcoming communities.

- Implement the Property Services Plan (PSP) to meet the identified needs and interests of the resident population.
- Provide holistic, comprehensive, and trauma-informed case management services to all residents in need.
- Maintain consistent, positive communication with residents about activities, programs, workshops, services, and other aspects of living in the apartment community.
- Produce fliers and a monthly calendar and newsletter that includes an accurate calendar of onsite programs and service opportunities.

- Participate in bi-weekly meetings with onsite property management teams and share information about resident concerns, upcoming programs, and follow eviction prevention protocols.
- Collect and compile quantitative and qualitative data in AHC's outcomes measurement database.
- Create monthly report of community program offerings, case management, and partnerships.

### **What You Will Bring to AHC:**

- Bachelor's degree in social work or relevant discipline
- At least 2 years of case management experience
- Cross-cultural competency and commitment to racial justice a must.
- Baseline knowledge of potential impacts of trauma and trauma-informed practices.
- Ability to work in a fast-paced environment with a diverse resident population.
- Ability to adapt to changing priorities.
- Good listener, collaborator, problem solver, good sense of humor and team spirit.
- Self-motivated and detail oriented
- Experienced in piloting new programs and responding to changing opportunities and challenges.
- Strong organizational skills in communications, program planning, data collection and reporting.
- Commitment to the mission of AHC and the ability to work independently required.
- Proficient in Microsoft Office applications including Word, Excel, and PowerPoint. Database experience preferred.
- Spanish, Amharic or other relevant second language fluency strongly preferred.

### **Working at AHC:**

Resident Services Team may work remotely on Fridays. To meet programming needs, Resident Services staff should be available to work outside of the normal business hours.

AHC is committed to promoting Equity in our work. Systemic inequity is a reality. As such, central to our mission is that we address it in whom we hire, how we engage with the community, and with whom we partner. We strive to advance initiatives that promote more equitable access to resources for residents and neighborhoods served by AHC, and we will accelerate our mission by advancing diversity, equity and inclusion among our industry peers and business partners.

### **How to Apply:**

For immediate consideration, please email your cover letter and resume to [jobs@ahcinc.org](mailto:jobs@ahcinc.org). Please make sure to submit a cover letter when applying.

Learn more about AHC by visiting our website [www.ahcinc.org](http://www.ahcinc.org).