



Title: Director, Community Engagement
Location: Main Office, Resident Services
Reports To: Senior Director, Resident Services
Position: Full Time, 40 hours per week, Monday- Friday, Evenings & some weekends

Mission: At Affordable Homes & Communities (AHC), our mission is to build opportunity by creating quality homes with holistic resident services. We are a non-profit, affordable housing developer and service provider with a growing portfolio of fifty-four multifamily rental communities, providing over 8,300 homes in D.C., Maryland, and Virginia. The residents of AHC are at the heart of all we do, and we aim to drive change through innovation, genuine partnerships, and responsible investment.

Resident Services Goal: Transformational Engagement – Build and sustain healthy, beautiful, and equitable communities with our residents to open doors through which they can create homes, neighborhoods, and the lives they want to live. The four cornerstones of Resident Services programming are Education, Economic Mobility, Health & Wellness, and Community Engagement.

Responsibilities:

Program Direction & Development:

- Lead the conceptualization and implementation of innovative community building and engagement strategies.
- Develop and implement comprehensive community engagement programs, aligning with AHC's mission and community needs.
- Foster an inclusive and diverse resident community environment.
- Collaborate with the Senior Director of Resident Services and front-line teams to set the focus and direction of community engagement efforts.
- Formulate long-term and annual plans, encompassing goals, objectives, methodologies, and metrics aligned with AHC's strategic plan.
- Develop policies, procedures, and parameters for community building and engagement.
- Collaborate with asset management and third-party management companies to enhance resident programs and improve property operations.
- Advocate for the needs and concerns of AHC residents at all levels of the organization.
- Design programs using trauma-informed and DEIB perspectives to address diverse resident needs.
- Ensure the efficient and effective delivery of services and programs, continuously seeking opportunities for improvement and innovation.

Program Evaluation:

- Define key impact outcomes and tools for impact measurement in collaboration with



Data Management.

- Compile and present routine reports on resident feedback to the Resident Services leadership team and executive management.
- Utilize data-driven approaches to assess the quality and effectiveness of community engagement programs.
- Implement evaluation processes to measure the impact of programs on resident satisfaction.
- Use data analytics to inform decisions for future program development.

Staffing & Team Leadership:

- Supervise Program Manager, Community Engagement, demonstrating strong leadership and team management skills.
- Cultivate a culture of excellence and innovation among the team.
- Foster a positive and collaborative work environment, providing guidance, supervision, and support.
- Implement effective communication strategies to streamline workflows and enhance productivity.
- Handle hiring, training, and performance evaluations to maintain a high-performing and motivated staff.
- Uphold a commitment to professional development, encouraging continuous learning and growth.

Collaboration:

- Promote cohesive Resident Services team across disciplines.
- Supervise the resident engagement component of CORES certification.
- Collaborate with third-party property management firms and the Manager of Data Analytics.
- Work cross-departmentally with AHC and third-party property management companies.

Partnerships:

- Develop service delivery partnerships with key community agencies, schools, training centers, and social service agencies.
- Enhance RS programming and services, allowing for expansion to additional AHC communities.

Fundraising:

- Collaborate with Community Relations staff to prepare grant proposals and develop budgets.
- Liaise with fundraising staff to conceptualize grant requests, review proposals, and fulfill reporting requirements.



- Ensure compliance with grant requirements and produce measurable outcome data.

Annual Operating Budget:

- Collaborate with the Senior Director to prepare the annual community engagement budget.
- Monitor revenues and expenses, providing quarterly updates on program budgets.

Resident Services in the Community:

- Represent AHC at various industry forums, conferences, and other leadership opportunities.
- Serve as a spokesperson for AHC on matters related to community building and engagement.
- Conduct tours for funders and participate in local, regional, and national conferences.

Qualifications:

- Commitment to the Mission, Vision, and Values of AHC.
- Master's degree in social work, public administration, or a related field, plus at least 7 years of experience.
- At least 5 years of supervisory experience.
- Strong interpersonal, communication, and organizational skills.
- Strong motivation and ability to work independently and as a team.
- Knowledge of resources and working relationships within AHC's districts.
- Experience working with diverse populations.
- Computer skills in Microsoft Office, including Excel, Word, Outlook, and SharePoint.
- Experience using a database.

How to Apply:

For immediate consideration, please email your cover letter and resume to jobs@ahcinc.org.

Learn more about AHC by visiting our website www.ahcinc.org.