



Title: Program Manager, Community Engagement
Location: Main Office, Resident Services
Reports To: Director, Community Engagement
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 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:

Staffing & Management:

- Demonstrate strong leadership and team management skills by providing direct supervision to Resident Engagement Specialists & Coordinators, interns, and other staff as needed.
- Foster a positive and collaborative work environment, providing orientation, guidance, mentorship, and support to ensure the team's success.
- Implement effective communication strategies to streamline workflows and enhance productivity.
- Responsible for training and performance evaluations to maintain a high-performing and motivated staff.
- Uphold a commitment to professional development, encouraging continuous learning and growth within the team.
- Exhibit a proactive approach to conflict resolution and problem-solving.

Program Direction & Development:

- Oversee programs and resources that build AHC's capacity in community building.
- Provide instruction and updates to Resident Services to ensure awareness of the latest community-building efforts/protocols developments.
- Oversee day-to-day delivery of community engagement programming, including events, meetings, and coordination of external partners.
- Work with third-party property management companies to institute regular resident



meetings, recording relevant information shared.

- Evaluate the effectiveness of communication tools, considering resident surveys to inform decisions on platforms and information dissemination.
- Partner with managers from other program areas to coordinate services across programs and locations.
- Identify opportunities for innovation and improvement in community building and engagement.

Program Evaluation:

- Conduct regular evaluations and assessments of community engagement initiatives, using quantitative and qualitative data to measure outcomes and impact.
- Collaborate with the Director, Community Engagement to develop evaluation frameworks, data collection instruments, and evaluation plans aligned with community engagement objectives.
- Document lessons learned and best practices from evaluation efforts, sharing findings to support organizational learning and continuous improvement.

Collaboration:

- Promote a cohesive RS team across disciplines, working closely with Program Managers to develop programs and provide training for all RS staff.
- Work with third-party property management companies to develop strategies for prompt and effective resolution of resident issues.
- Work cross-departmentally with AHC and third-party property management companies and community partners.
- Play a key leadership role in fostering strong site teams by working closely with third-party management companies.
- Attend regularly scheduled and impromptu meetings, building strong relationships with resident advocates to understand and address concerns.

Financials and Fundraising:

- Work with the Director, Community Engagement to build an annual community engagement budget.
- Monitor expense coding and monthly expenses to ensure adherence to the budget.
- Process check-requests for staff and vendors and code credit card reconciliation forms and receipts.
- Provide qualitative and quantitative data for grant proposals and reports to Community Relations.

Data Management:

- Work with Data Management to define key impact outcomes and tools for impact measurement.



- Implement assessment tools to measure the impact and effectiveness of engagement initiatives.
- Oversee data collection procedures, ensuring accuracy, completeness, and timeliness.
- Regularly evaluate and adjust program activities based on feedback and outcomes.
- Use data-driven insights to make informed decisions for future program development.
- Stay abreast of community engagement trends and best practices.

Qualifications:

- Commitment to the Mission, Vision, and Values of AHC.
- Master's degree in business, social work, public administration, or a related field, plus at least 7 years of experience in community development and/or social work. (Additional years of experience can substitute for a master's degree.)
- At least 5 years of supervisory experience.
- Strong interpersonal, communication, and organizational skills.
- Strong motivation and the ability to work independently and as a team with many partners.
- Knowledge of resources and working relationships with stakeholders within AHC's districts.
- Experience working with diverse populations regarding race, ethnicity, country of origin, age, and economic status.
- Computer skills in Microsoft Office—Experience in Excel, Word, Outlook, and SharePoint. Additional skills in PowerPoint and Publisher.
- 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.