



Position Title: Resident Engagement Specialist, Social Services (Baltimore)
Location: AHC Community, Resident Services
Reports To: Director, Social Services
Classification: Exempt
Hours: Full Time, 40 hrs./week, Monday- Friday, Evenings & some Weekends

Background: AHC is a non-profit affordable housing developer and service provider with offices in Baltimore, Maryland, and Arlington, Virginia. Our growing portfolio of 54 multifamily rental communities provides over 8,300 homes in the District of Columbia, Maryland, and Virginia.

Mission: At Affordable Homes & Communities, our residents are at the heart of all we do. AHC builds opportunities by creating quality homes with holistic resident services. 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.

Duties and Responsibilities:

- Connect residents with community resources.
- Coordinate and implement social, community-building, health, and educational services and programs.
- Provide holistic and trauma-informed case management services.
- Focus on eviction prevention and housing stability.
- Identify resident needs and strengths, prioritizing workshops and programs accordingly.
- Maintain positive communication with residents.
- Build partnerships with local Department of Human Services and community partners.
- Supervise Coordinator and volunteers.
- Use systems to track participant numbers and performance outcome measures.

**Qualifications:**

- Bachelor's degree in social work or relevant discipline; MSW preferred.
- Minimum 2 years of case management experience.
- Cross-cultural competency and commitment to racial justice.
- Baseline knowledge of trauma and trauma-informed practices
- Ability to work in a fast-paced, diverse environment.
- Adaptability to changing priorities.
- Strong organizational skills in communications, program planning, data collection, and reporting.
- Proficiency in Microsoft Office; database experience preferred.
- Spanish, Amharic, or other relevant second language fluency is strongly preferred.

Working at AHC:

The Resident Services Team may work remotely on Fridays. Flexibility is required to meet programming needs outside normal business hours.

How to Apply:

For immediate consideration, email your cover letter and resume to jobs@ahcinc.org. Please ensure your application includes a cover letter. Learn more about AHC by visiting our website at www.ahcinc.org.