Resident Services Manager

Property: Charter House (Silver Spring, MD)

AHC's mission is to provide safe, decent and affordable housing to persons of low or moderate income. The general purpose of Resident Services is to offer programs and services that will improve the quality of life at AHC properties and strengthen the neighborhoods where AHC properties are located. AHC has been recognized as one of the 'Best Nonprofits to Work for' and offers a great work environment and benefits.

Programs for seniors are offered on-site in designated community spaces. The principal strategies for implementing programs involve direct outreach to residents, development of partnerships with other community-based organizations and local government, management/implementation of on-site programs, recruitment, supervision and retention of volunteers, and maintenance of community equipment and resources. Services for seniors are also offered largely through individual case management and referrals to resources provided by the local government and neighborhood organizations.

Responsibilities Include:

- Providing holistic and comprehensive case management services to senior residents (55 and older, independent living)
- Connecting residents to Montgomery County resources to assist them with their social service and educational needs
- Cultivate and maintain partnerships with Montgomery County's Department of Health & Human Services' Senior Services Division & other community partners
- Implement social & educational programs
- Identify the needs of the senior population for proper planning
- Build strong relationships with residents and engage them in programs
- Recruit and supervise volunteers
- Manage program budget
- Collect and manage data for reporting purposes
- Maintain community spaces and equipment
- Other related duties

Minimum requirements:

- Bachelor's degree plus at least 1-2 years of case management experience with proven track record of successful work with seniors
- Social Work degree and/or experience working with senior citizens strongly preferred
- Experience working in a residential setting preferred
- Strong interpersonal and organizational skills essential
- Strong motivation to help seniors and the ability to work independently required
- MS Office proficiency
- Database experience preferred
- Ability to lift up to 50 lbs.
- Ability to travel to Arlington, VA for occasional team meetings and trainings
- Available to work Monday- Friday during regular business hours with flexibility to work occasional evenings and weekends

For immediate consideration, please visit & apply on our website www.ahcinc.org, under the 'About Us' tab. E/O/E