

Community Coordinator II – Washington, DC

Works as core part of our property management team to support and enhance the quality of life at a 312-unit multi-family property in northeast DC across Winn's six key outcome areas: Stable Housing, Employment, Education, Health, Community Engagement and Economic Mobility. Works with residents, partners, and the community staff to identify needs, interests and opportunities for individuals and the community at large. Utilizes community assessments and one-on-one coaching to establish community needs. Builds a targeted network of strong community partners across Winn's outcome areas to develop and coordinate resource referrals/follow-up, targeted interventions, on and off-site programs and support, and community engagement opportunities.

Responsibilities

- Create and implement an annual Connected Communities plan for the community based on need, interest, and opportunities. Create a comprehensive strategy for program development and implementation, information collection, partnership development, and budget implications. Manage property Connected Communities budget. Review and track goals with Property Managers and Regional Managers.
- Coordinate resources for residents that address six key community outcomes: housing stability, employment, economic mobility, education, health, and community engagement. Provide direct assistance, program referrals, and 1-1 coaching to individuals and families based on assessed need
- Establish and maintain relationships with local service providers, resident leadership, community stakeholders, and other community partners in Winn's 6 key outcome areas. Create and manage Memorandums of Agreement (MOUs) with third parties providing services and programs on and off-site for residents.
- Utilizing Apricot 360, collect, manage, report on, and analyze resident data, and ensure accuracy and consistency with established data. Data is collected through annual resident surveys, resident touchpoints, community programs, activities, and partner reporting.
- Effectively develop methods of communication with residents, including but not limited to quarterly community meetings, a monthly community newsletter, event flyers, and social media updates.
- Actively participate in professional development opportunities provided by the region, department, and Winn.
- Support Rapid Rehousing (RRH) clients in partnership with DHS case managers to promote resident compliance with RRH program expectations and provide 1-1 coaching for households to achieve long-term housing stability.

Requirements

- High School diploma or GED required
- 3-5 years of related work experience
- Advanced skills with Microsoft applications which, include Outlook, Word, Excel, PowerPoint or Access and other web-based applications. Produce complex documents, perform analysis, and maintain databases.
- Ability to summarize and communicate moderately complex information in varied written formats to internal and external customers

- Provide a high level of customer service to meet customer service standards and expectations for the assigned responsibilities.
- Demonstrated success with partner management

Preferred Qualifications

- Bachelor's degree in Social Work, Business, or Public Policy or related field
- Experience with Rapid rehousing program
- Experience with working 1:1 with residents who have extreme and vulnerable needs such as homelessness, chronic homelessness, food insecurities

What We Can Offer You

Great Benefits: We offer benefits including health & dental plan options, generous time off and paid holidays, 401(k) and education reimbursement opportunities that's best for you and your family.

A job you can brag about: WinnCompanies is a nationally recognized leader in property management and development. Our team members are committed to helping people in the communities we serve.

A job that challenges you: Our team members are responsible for our growth and success, and we challenge them to constantly be their best in our fast-paced workplace.

A job you can learn from: We reward our team's passion and hard work with consistent learning and development opportunities.

A team that cares: We value teamwork, innovation and mutual respect.

About Us

With 3,700 team members working across 600+ locations in 23 states and D.C., WinnCompanies is the #1 manager of affordable housing and a leader in developing and managing mixed-use properties, market rate properties and military housing.

Operations, sales, compliance, maintenance, marketing, IT, HR, accounting and finance. No matter your passion, your work at Winn will impact people who are more than just residents to us. They're individuals, families and heroes.

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