



JOB POSTING

RESIDENT SERVICES MANAGER (AHC Properties throughout Northern Virginia)

Lead to Make a Difference!

AHC Inc. is seeking a leader ready to inspire and build the team that thrives in lifting the mission of AHC and committed to planning and delivering impactful, culturally inclusive, and resident-informed programming in multi-family or seniors apartment communities in Virginia. Responsibilities include connecting residents with community resources and coordinating and implementing social and community building activities as well as health and educational services and programs.

AHC is actively developing affordable, workforce and mixed-income rental housing in Virginia, Washington DC, and Maryland and currently owns over 8,000 apartment units at more than 50 communities. AHC's award-winning Resident Services program provides a robust range of trauma-informed wraparound services that focus on four key areas: education, financial resilience, health, and community building and engagement.

The “WHY” of the Resident Services Team:

AHC's Resident Services team helps communities thrive by providing its residents with educational and social services programs to help them build more stable and successful lives. We work to provide services where people live and builds long-term and trusting relationships with families and individuals.

How the Resident Services Manager Impacts the work of AHC:

The Resident Services Manager is responsible for connecting residents with community resources and coordinating and implementing social and community building activities as well as health and educational services and programs. The RSM should be available to work flexible hours including some evenings & occasional weekends. Specifically:

- Provide holistic and comprehensive and trauma-informed case management services to all residents in need with a primary focus on eviction prevention and housing stability.
- Identify the needs and strengths of the resident populations and respond with appropriate workshops, programs, and activities, as prioritized, and agreed upon in consultation with supervisor.
- Maintain consistent, positive communication with residents about programs, activities, services, and other aspects of living in the apartment community.
- Build partnerships with local Department of Human Services and other community partners, including non-profits and vendors, to bring relevant workshops, programs, activities, and opportunities to the community.

- Supervise Coordinator and volunteers.
- Use systems to track participant numbers and performance outcome measures.

What You Will Bring to AHC:

- Bachelor's degree in social work or relevant discipline; MSW preferred
- At least 2 years of case management experience
- Cross-cultural competency and commitment to racial justice a must.
- Baseline knowledge of potential impacts of trauma and trauma-informed practices.
- Ability to work in a fast-paced environment with a diverse resident population.
- Ability to adapt to changing priorities.
- Good listener, collaborator, problem solver, good sense of humor and team spirit.
- Self-motivated and detail oriented
- Experienced in piloting new programs and responding to changing opportunities and challenges.
- Strong organizational skills in communications, program planning, data collection and reporting.
- Commitment to the mission of AHC and the ability to work independently required.
- Proficient in Microsoft Office applications including Word, Excel, and PowerPoint. Database experience preferred.
- Spanish, Amharic or other relevant second language fluency strongly preferred.

Working at AHC:

Resident Services Team may work remotely on Fridays. To meet programming needs, Resident Services staff should be available to work outside of the normal business hours.

AHC is committed to promoting Equity in our work. Systemic inequity is a reality. As such, central to our mission is that we address it in whom we hire, how we engage with the community, and with whom we partner. We strive to advance initiatives that promote more equitable access to resources for residents and neighborhoods served by AHC, and we will accelerate our mission by advancing diversity, equity and inclusion among our industry peers and business partners.

How to Apply:

For immediate consideration, please email your cover letter and resume to jobs@ahcinc.org. Please make sure to submit a cover letter when applying.

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