



Resident Services Coordinator – Social Services

Silver Spring, MD

AHC's mission is to provide safe, decent and affordable housing to persons of low or moderate income. The Resident Services Division provide a wide range of programs, services, and community building activities for all who live in our affordable housing communities. Resident Services Managers and Coordinators support and advocate for our residents by connecting them to resources, opportunities and services that promote education, economic mobility, ensure housing stability, improve health and wellness, build resident leadership, and foster a sense of community, all on the foundation of a safe, welcoming, joyful place to call home. We provide services and resources in the following areas:

- Education
- Financial Health & Capability
- Health and Wellness
- Community Building & Engagement

Programming at our communities evolves and adapts to meet the specific needs of the individual communities we serve. AHC has been recognized as one of the 'Best Nonprofits to Work for' and offers a great work environment and benefits.

The Resident Services Coordinator for the Bucknell and Charter House Apartments is responsible for assisting and collaborating with the Resident Services Manager in the implementation of programs and services for residents at one multifamily and one senior community in Silver Spring, Maryland. The responsibilities include planning, coordinating and facilitating programs for children, youth and adults, and community-building activities in on-site 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 of on-site programs, supervision and retention of volunteers, and maintenance of community equipment and resources.

Requirements include:

- Providing holistic and comprehensive case management services to residents.
- 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 community for proper planning.
- Build strong relationships with residents and engage them in programs.
- Recruit and supervise volunteers.
- 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 families and seniors strongly preferred.
- Experience working in a residential setting preferred.
- Strong interpersonal and organizational skills essential.
- Strong motivation to help families and seniors and the ability to work independently required.
- MS Office proficiency.
- Database experience preferred.
- Spanish fluency preferred.
- Ability to lift up to 50 lbs.
- Ability to travel to Baltimore, MD and 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.

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