

Community & Resident Engagement Coordinator

Full-Time in Baltimore, MD

Starting Pay Range: \$53,250 – \$59,250 (DOE)



[Communities Together Inc](#) is a nonprofit organization that provides community and resident engagement programs, activities, services, and resources to residents of low- and moderate-income communities (aka affordable housing). We support residents in achieving self-reliance and improving their community. To that end, we coordinate programs that build residents' financial health, health and wellness, community collaboration, youth development, and educational and career development. We serve more than 7,850 residents in 24 communities across Maryland, the District of Columbia, and northern Virginia. By early 2025, we will be serving 27 communities with more than 8,300 residents, and we are in discussions to add even more this year and next.

We are well-funded, innovative, and growing. Opportunities to rise within the organization will accompany our steady, significant growth. We work hard, deliver excellent service, and have fun as a team. We have built a culture of honesty, strong communication, good humor, support, and trust. In the past nine months, our current team members have said, "I will retire with Communities Together," and "This is the best group I've ever worked for," and "I feel so lucky to have found this team," and "I want to work my way up to become the leader," and other similar expressions of satisfaction. Before we hire new team members, we first promote a discussion in which all current team members can have a full, eyes-wide-open and honest conversation with the candidate.

Communities Together Inc has been designated a Certified Organization for Residential Engagement Services (CORES) by SAHF (Stewards for Affordable Housing for the Future) – confirmation that we follow "best practices." The Affordable Housing Conference of Montgomery County named Communities Together the winner of its 2024 Paul Sarbanes Excellence in Community Service Award. We have also received a 2024 Certificate of Special Congressional Recognition for our "passionate dedication to strengthening the vibrant communities living in affordable housing across the DMV through innovative and accessible services."

The **Community Engagement Coordinator (CEC)** supports affordable housing communities in Baltimore. People with disabilities make up over 80% of the homes in the Baltimore communities and nearly 50% are seniors. The Coordinator helps integrate residents with disabilities of all types into the community. The Coordinator provides and coordinates community engagement activities, services, and resources to all residents of the community. The Coordinator is responsible for one community, and works on-site in that community, much of the time. The CEC may be called upon to serve another community in Baltimore for a few hours a week, and the CEC will "cross-train" with another coordinator to be available to another community when their

Coordinator is away. The CEC will be on-site approximately 35 hours per week. The CEC may also be able to work remotely from home for a few hours a week.

The goals of the position include, but are not limited to, increased resident opportunities and self-reliance, strong resident voices and relationships, and community cohesion. Teamwork, working with community partners, programmatic planning, activity coordination, evaluation, and reporting are critical to this position.

Responsibilities include team collaboration and partnership; program planning, coordination, and implementation; program evaluation; fundraising; and support for residents to meet their personal and community goals.

Beyond residents, the Coordinator works with community managers, external providers and partners, case managers, team members, and owners to ensure that all residents are integrating into the larger community, participating in activities, and accessing resources necessary to live independently and sustainably.

The Coordinator works full-time, and on-site at one affordable housing community, and may work remotely for several hours a week.

DUTIES

- Work with residents and site management team to develop and implement resident engagement programs and services to meet community demand.
- Develop programs that are inclusive of all residents – mainstreaming individuals with disabilities.
- Engage in community outreach activities for programs and services.
- Assist residents with personal and career development.
- Work with partners, case managers, providers, and residents who are disabled to assist them in integrating within the residential and local community.
- Track effectiveness and quality of community and resident engagement programs, services, and resources.
- Develop newsletters for outreach and support; share updates on social media and ensure that communication is adapted to provide information to those with needs relating to disabilities.
- Provide community referrals for social services, community services, rental assistance, enrichment, recreational, and leisure activities.
- Identify, establish, and implement processes to provide the efficient management of programs, goods, and services.
- Identify funding and grant sources and opportunities; write proposals; solicit donations.
- Maintain program documentation on activities for evaluation and reporting obligations, producing regular reports as required.
- Uphold ethical standards and Communities Together policies.
- Abide by the Mission and Values of Communities Together.
- Conduct other duties as assigned by their supervisor.

Required: Valid driver's license and acceptable driving record.

Requirements:

- Bachelor's degree in social science, psychology, social work, counseling, education or human services related fields, the humanities, communications, or other liberal arts, or related fields. Work experience may replace a social science major.
- This is not a clinical position but requires knowledge of social and educational services available for referral to providers, partners, case managers, for residents with disabilities.
- At least one full year's experience working with individuals with disabilities is required.
- One year of experience in residential or community engagement, social work, community organizing, human services, or education, or a related field is mandatory.
- In lieu of a bachelor's degree, a combination of education, training, and work experience may be considered.
- Excellent communication skills: ability to write reports, professional correspondence, and procedures required. Ability to present information and respond to questions required.
- Excellent team, leadership, and organizational skills; ability to identify, rank, and organize actions toward a goal. Willingness and ability to work collegially.
- Effective communication skills – verbal, written, presentational – with audiences diverse in age, race, ethnicity, religion, and gender.
- Skilled in MS Office and common platforms and applications.
- Cultural competence – with an understanding of the roles and effects of race, culture, poverty, and education.
- Full vaccination against Covid-19 and other communicable diseases for which vaccines are widely available (e.g., polio, measles).
- A passion for social justice, human development, equity, and inclusion.

Preferences

- Experience working or living in a low-income community is highly desirable.
- Knowledge of Baltimore governmental and community programs would be desirable.
- Licensure in MD as a Mental Health Provider would be valued (Social Worker, Professional Counselor, Mental Health Professional).
- Second language ability would be desirable, with special preference for American Sign Language.

WORK ENVIRONMENT:

The Coordinator works full-time. That includes working on-site nearly full-time at one affordable housing community. The CEC may also work remotely several hours a week from home. The Coordinator is expected to attend Communities Together weekly team meetings

virtually or occasionally in person at our offices in Silver Spring and Bethesda, Maryland and occasionally at other communities we serve, including Baltimore and Laurel, Maryland.

- Communities Together abides by the strictest Federal, State, and local health restrictions to combat the Covid-19 pandemic and requires proof of vaccination for employees working with residents.
- The essential duties of this position require that the Coordinator be able to lift objects of up to thirty pounds, including unwieldy objects such as boxes and bins. The Coordinator must be able to carry objects for distances of at least one city block. The coordinator must be able to operate a laptop and phone. The Coordinator must own and be able to drive a car, SUV, van, or pickup truck.
- Communities Together has a diverse Board of Directors, and our staff team is likewise descended from Africa, Asia, Latin America, and Europe.

COMPENSATION and BENEFITS: The starting pay range for this position will be \$53,250 to \$59,250. The initial salary will be commensurate with applicable experience and expertise. Communities Together Inc offers a competitive benefits package including a health insurance reimbursement, a retirement plan matching contribution of up to 3 percent, all 11 Federal holidays, 15 days of paid time off (PTO) for new employees, flexible leave (aka “flex time”) for employees who have worked more than normal fulltime hours over the course of a week or more, extensive and continuous training, and a supportive and fun-loving team culture.

HOW TO APPLY: Please submit your resume with a cover letter to our posting on Indeed.com. Successful candidates will be required to complete an employment application, provide references, and participate in more than one interview. We may require a writing sample.

**** We are hiring by mid-July with an expedited process. The position will remain open until filled.**

We conduct Federal and State Background Checks on finalists, at the finalist’s initial expense, with full reimbursement if successful, including checks of child maltreatment and abuse records and the Sexual Abuse Registry.

We cannot answer questions until candidates are interviewed. We are unable to respond to applicants not selected for an interview.

Communities Together Inc is headquartered in Bethesda, Maryland with offices in Silver Spring, Maryland. It is entirely independent from all other organizations and has no relationship of any kind with other organizations called “Communities Together” or other organizations with the initials “CTI”. For further information, please see our website at CommTogether.org.

Communities Together Inc is an EEO (equal employment opportunity) employer. Our Board of Directors is diverse, and our team members are diverse in race, ethnicity, age, gender, and religion. Equity, Inclusion, and Diversity are important principles in every decision and action we take.