

FLORENCE HOUSING AUTHORITY

JOB DESCRIPTION

POSITION TITLE:	Resident Services Coordinator	REPORTS TO:	Assistant Executive Director
DEPARTMENT/DIVISION:	Resident Services	FLSA STATUS:	Non-Exempt
DATE:	March 16, 2023	EMPLOYMENT STATUS:	Full-Time

Position Summary

Responsible for developing and delivering a broad range of counseling and referral services for low-income participants to help them move toward self-sufficiency and achieve their program goals, thereby reducing their need for subsidized programs and services. Performs a variety of professional and technical tasks in the assessment of participant needs, the coordination of support service providers, and for monitoring the provisions of program services.

Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Maintains, develops, and nurtures partnerships/relationships with current social service providers, local community businesses/organizations, and local, state, and federal program contacts in an effort to build and support Agency program initiatives and participants.
2. Visits and discusses residents' needs in relation to their home environment, identifying priorities and goals to assist them and/or their family in planning realistically for current and future needs, working closely with service providers and others in formulating, establishing, and implementing care plans and services.
3. Informs residents of services available and of their eligibility for relevant services, taking on a consultative roll based on experience and expertise in delivery of integrated area services. Monitors and evaluates efficacy of services and recommends changes to enhance operations and quality.
4. Educates and counsels participants in available opportunities/programs/assistance and/or remedial efforts needed to prevent the loss of housing as a result of poor housekeeping or other violations of the terms of lease as appropriate.
5. Maintains effective, consistent, and reliable relationships with community health and social services agencies to ensure targeted services are maintained to the measurable benefit of participants and that the distance between assessment and support is as short as possible.
6. Develops procedures/systems necessary to monitor and track the progress of the programs, the number of residents that have been contacted, the number of residents that have responded, and the number and status of these residents that are actively already qualified or being assisted or prepared to qualify for participation in applicable Agency programs.
7. Receives referrals from Property Managers and other personnel and enables decisions regarding emergency/crisis intervention through contact with and the support of regular professional consultancy. Enables the referral and allocation process to assess and implement effective case management.
8. Keeps accurate professional case records and complies with administrative requirements as required by Agency policies, practices, and procedures. Ensures privacy and maintains security of confidential materials.

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9. Keeps current with appropriate social work developments and to further enhance of job-related knowledge.
10. Attends and/or participates in appropriate departmental, staff, and Agency professional meetings.
11. May plan, design, organize, conduct, and coordinate activities and events for participants of various age groups to foster program goals and objectives on a short- and long-term basis.
12. Organize agency-sponsored events and required tenant services by coordinating with related departments, scheduling volunteers and staff to ensure all aspects are supported and promoting the event to achieve desired event results
13. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

Bachelor's degree from an accredited college or university in Social Work, Human Services, Psychology, or other closely related field and three (3) years of progressively responsible program management, grant funding, social services, community services, and/or housing-related work or closely related responsibilities.

Knowledge and Skills

Thorough knowledge of pertinent HUD regulations governing self-sufficiency and thorough knowledge of Agency policies and procedures relevant to full resident participation.

1. Ability to read and understand federal regulations as they apply to department programs.
2. Thorough knowledge of accepted consultation and interviewing techniques.
3. Thorough knowledge of community agencies, facilities, and services which can be utilized to aid residents.
4. Requires strong interpersonal, oral, and written communication skills; the ability to effectively communicate and interact with individuals of varying social, cultural, economic, professional, and educational backgrounds.
5. Ability to act with tact, good judgment, and discretion; and to maintain the confidentiality of matters as appropriate.
6. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, and performance evaluation. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
7. Skill in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
8. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
9. Ability to establish and maintain effective and courteous working relationships with other employees, residents, funding sources, community agencies, and other entities that provide services and secure the cooperation of others.
10. Skilled in operating appropriate computer equipment, applicable software packages and general office machines.
11. Ability to prepare clear and concise narrative and statistical reports.
12. Ability to deal effectively with sensitive and confidential information.

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Supervision Controls

The employee receives instructions from the Assistant Executive Director. The employee routinely works without the direction of the supervisor and is free to develop methods, deadlines, and/or objectives within established parameters. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Normally the employee makes independent decisions pertaining to situations not covered by specific guidelines, but the Assistant Executive Director is consulted in serious or unusual circumstances. The work of the employee is reviewed on a regular basis for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures. The employee has no supervisory responsibilities.

Guidelines

The employee follows regulations and guidelines issued by HUD, established Agency policies and procedures, and traditional practices. Frequently the employee acts independently in making decisions about the best course of action. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, make a decision based on the circumstances, or seek guidance from the supervisor. When new guidelines are required, the employee develops them in consultation with the supervisor.

Complexity

The employee performs a wide variety of non-routine tasks. The employee identifies work that needs to be done in light of the evolving dynamic of the needs of the community, prioritizes, coordinates efforts, and performs the tasks. Frequently, the employee must make independent decisions based on experience regarding specific situations and may develop new solutions in consultation with the supervisor regarding unusual or sensitive situations. Complex situations occur when working with families at their most vulnerable, dealing with poverty, homelessness, and joblessness and dealing with hard-to-serve residents when there may be mental/emotional challenges.

Scope and Effect

The employee's work affects the Agency and its clients through providing services that help improve their quality of life and contributes to optimum leasing of suitable Agency units by engendering a greater sense of self-reliance and improved self-esteem for participants, the ability to attract new residents as a result of additional services, and achievement of the Agency's mission and goals.

Personal Contacts

The employees' contacts include Agency personnel, residents, resident councils, businesses, corporations, community service organizations and agencies. The purpose of such contacts is to bring community and resident services to Agency residents, foster resident pride, participation, and provide various kinds of support and assistance for individuals and families.

Physical Requirements

1. Work is performed both indoors and outdoors and involves visits to residents' homes.
2. Must be able to establish and maintain effective working relationships with employees, residents, and community agencies and other entities that provide services.
3. Must be able to sit or stand for up to eight (8) hours at a time while performing work duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must have vision and hearing corrected to be able to perform essential job functions.
6. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

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7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must be able to maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Medicinal and Recreational Marijuana

Marijuana is a Schedule I controlled substance and is illegal under federal law. The Agency observes the common rule of the **Federal Marijuana Law of the Controlled Substances Act** (CSA) (21 U.S.C. § 811), which does not recognize the difference between medical and recreational use of marijuana and has established the required Drug Free Workplace Policy. Employees are **NOT** permitted to use or possess **any form** of marijuana for medical or recreational purposes. Any applicant for employment who tests positive for marijuana during a pre-employment drug screening shall be ineligible for employment with the Agency. Any applicant for employment who advises the Agency that he/she uses **any form** of marijuana will be ineligible for employment. The Agency is unable to grant a request for a reasonable accommodation to use marijuana under any circumstance.

Work Environment

Work is primarily in-office but may involve visits to resident's homes or the offices of other agencies. The employee may be exposed to weather extremes and the usual hazards associated with other business facilities and resident homes.

Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Florence Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Florence Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

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Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

READ AND ACKNOWLEDGED

EMPLOYEE NAME: (printed)			
EMPLOYEE SIGNATURE		DATE	
AUTHORIZED AGENCY REPRESENTATIVE SIGNATURE		DATE	