

Position: Resident Services Specialist	Reports to: Resident Services Coordinator/Director
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POSITION SUMMARY:

The Resident Services Specialist works directly with other Resident support staff in projects and tasks associated with the Gainesville Housing Authority. This can include assisting with planning, developing, implementing, and overseeing programs designed to increase self-sufficiency of low-income families. The purpose of which is to reduce their need for subsidized programs and services. The Resident Services Specialist is also responsible for planning and coordinating a variety of programs and services for the seniors and youth of the Gainesville Housing Authority residents. This work is performed under the general supervision of the Resident Services Coordinator or Director, with the potential for considerable latitude allowed for independent judgement.

JOB SPECIFIC COMPETENCIES:

The statements contained here reflect general details as necessary to describe the principal functions of this job, The level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Provide general case management, including intake, education, and referral of residents to services providers in the general community.
2. Monitor the ongoing provision of services from community agencies.
3. Works with families to achieve established goals.
4. Participate in the preparations and submission of appropriate grant applications.
5. Utilize knowledge and experience to improve upon, build and expand existing GHA resident support programs.
6. Use and develop internal systems to properly track and monitor program participation and program outputs/outcomes.
7. Serve as a community liaison to agencies, networks, and community service providers while also seeking out new community partners and services.
8. Collaborate and manage volunteers, effectively facilitate meetings, community gathers and special events.
9. Efficiently advocate and represent the Gainesville Housing Authority.
10. Collaborate with Property Management team to ensure residents remain stable in their housing, as well as in compliance with the terms of their lease agreement.
11. Participate in the preparation of reports for other Resident Services staff and for inclusion in monthly Board reports.

POSITION QUALIFICATIONS:

Education:

- Graduation from an accredited four-year college with a bachelor's degree in social services, psychology, sociology, or human resources.

Experience/Specialized Knowledge:

- A minimum of two years' experience; or any equivalent combination of education, training, and experience that provides the requisite knowledge and abilities.
- Knowledge of case management.
- Knowledge of providing social services to a variety of groups including the elderly, at-risk youth, and low-income families.
- Knowledge of the operations of common office equipment, including a computer, a network server, a copier, etc.
- Knowledge of available human services resources in Gainesville/Hall County.
- Ability to understand, act upon, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
- Strong organizational and time-management skills.
- Excellent customer service and interpersonal skills.
- Ability to set goals and consistently meet deadlines.
- Ability to work in less-than-ideal conditions, e.g., noise, high traffic areas, bad weather, etc.
- Ability to maintain flexibility, positivity, and creativity in a variety of situations.
- Ability to maintain confidentiality.
- Fluency in spoken along with written English and Spanish required.
- Ability to present ideas and information in a clear and concise manner, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, local, state, and federal officials.
- Ability to communicate with people from a broad range of socio-economic backgrounds.

Preferred Other Requirements:

- Completion of in-house training within the first 90 days of employment
- Passion – Enjoys the work that they do and demonstrates a pleasant demeanor on the job and shows desire for success.
- Entrepreneurial Spirit – Exhibits behavior that is consistent with the Vision, Mission, and Core Values of the Company; contributes to making the working environment enjoyable for themselves and others.
- Current driver's license and automobile insurance
- Some travel may be required.

Performance Standards

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor,

the RHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following;

1. Resolves case management issues quickly and with discretion.
2. Assists with accurate reporting and filing of grant documentation.
3. Accurately escalates resident issues to property management along with other resident services staff.

Physical Requirements

This position may require accessing all public areas of a property. Must be able to work while standing or sitting for extended periods of time. Additionally, the Resident Services Specialist must be able to carry and move objects such as files, program supplies and boxes of food around the property. They must also be able to physically travel throughout the neighborhood, being capable of engaging in door-knocking efforts and accessing a variety to unit types.

The Resident Services Specialist may be required to assist in special projects or activities designated by the Company. This may include due diligence, property acquisition/disposition, serving on or participating in company sponsored or sanctioned committees, organizations, functions, etc.

This job description should not be considered all-inclusive. It is merely a guide of expected duties. The employee understands that the job description is neither complete, nor permanent and it may be modified at any time. At the request of their supervisor, an employee may be asked to perform additional duties or take on additional responsibilities without notice.

I acknowledge receipt of a copy of the Compliance Manager job description and comply with the guidelines set forth.

Employee Name (printed)

Date



Employee Signature

Witness Signature

Date