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# **JOB OPENING-RESIDENT SERVICES DEPARTMENT**

**JOB TITLE: Resident Services / Moving to Work Coordinator**

**EXEMPT: Yes**

**SALARY LEVEL: 45,000.00 – 55,000.00 w/Benefits**

**EMPLOYEE REPORTS TO: Director of Resident Services**

**DATES OPEN: 7/21/21 - 7/30/21**

**ACCEPTING RESUMES ONLY TO: [breakaway@numail.org](mailto:breakaway@numail.org)**

**NO PHONE CALLS PLEASE**

## **SUMMARY**

Under the supervision of the Director of Resident Services, the incumbent is responsible for providing comprehensive services to all Public Housing Residents of each Authority as well as Housing Choice Voucher Clients; Supervising all case managers of Public Housing, Housing Choice Voucher (HCV), Moving to Work (MTW), Family Unification, Mainstream, Neighborhood Stabilization Program (NSP) residents participating in the Family Self-Sufficiency (FSS) Program and all other programs as directed by supervisor or established.

This position will be the contact person who will coordinate the Authority's Moving-To-Work Program by providing analytical review and variance assessment of the owner and other reports including monthly reports and internal reporting with charts and graphs to be submitted to Director of Resident Services for review before all administrative and board monthly meetings.

## **Minimum Education, Training, and/or Experience**

1. Graduation from an accredited four-year college or university with major course work in business, finance, public administration Sociology, Social Work or Human Services, or any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities. Must provide documented proof.
2. Three (3) to five (5) years' experience in a social service agency or a related area, with hands-on case management experience.
3. An equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient. Previous public housing experience is highly desirable.
4. Three (3) plus years' experience in supervising and evaluating two or more employees.

## **Physical Requirements.**

1. Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, etc.
2. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculator, office supplies, move, lift and or carry 50 to 75 lbs.
3. Must possess a valid driver's license and be able to be covered by the HAN's insurance.

## **ESSENTIAL FUNCTIONS**

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. Individual may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. Assist with plans, develops and implements comprehensive services for ALL Residents.
2. Supervise ALL case managers with the planning and development of ALL Case Management Programs goals and objectives (FSS, MTW, ROSS, FUP, MAINSTREAM, NSP and others as assigned).
3. Provides critical analysis of all MTW activities including assisting and coordinating the evaluation of the MTW Program. Creates Access and Excel searchable databases, charts and graphs to summarize data into reports. Analyzes MTW activity outcomes and measures effectiveness of MTW service delivery.
4. Provides subject-matter and technical expertise in the design and development of MTW activities that provide the Authority with the flexibility to waive certain affordable housing rules and regulation that provide the Agency with viable financial and programming options to deliver housing services throughout the community/region.
5. Coordinates the collection and processing of MTW related data to set foundation baselines, project benchmarks, and record outcomes of various topic focused MTW activities. Analyzes, synthesizes, and evaluates collected data to prepare documents for public consumption and HUD acceptance, approval and/or review.
6. Serves as a liaison with agency partners such as Coweta Sustainable Housing Coalition, Georgia Division of Family and Children Services (DFCS), other PHA's MTW Coordinators/Policy and Program and similar special interest partners.
7. Provides technical expertise in the use of flow charts, presentation programming and other materials.
8. Performs MTW-related research and training and coordinates monthly meetings with senior staff for MTW updates.
9. Assess the Authority's client tracking software (SACS) to collect data, monitor MTW activities and similar tasks to complete internal and external reports. Design, publishes and synthesizes survey results for senior leadership consideration. Provides data to complete the Authority's Strategic Report.
10. Works with the DFCS, CoCC and other local social service agencies in coordinating the program, reviewing status of cases, and resolving problems.
11. Supervise ALL case managers in making sure residents individual/family needs are being addressed and establishing their services and training plans, which enables the participant and their families to become self-sufficient and independent. Will have to submit an overall report to Director of Resident Services at the beginning of each quarter (Case Managers must submit reports to you on a monthly basis for your review).