



Cullman Housing Authority

Position Description Cullman Housing Authority (CHA)

Position Title:	Resident Services Coordinator	Department:	Resident Services
Reports to:	Executive Director	Employment Status:	Full-Time
FLSA Status:	Exempt	Salary:	\$43,480

About Cullman Housing Authority

The Cullman Housing Authority is a public housing authority chartered under the laws of the State of Alabama in 1949. The Authority is governmental in nature, but is not a part of the general city, county, or state government. Historically, the Authority is best known for administration of traditional housing programs including the Public Housing and Housing Choice Voucher (Section 8) programs. We aim to create a foundation for low to moderate income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve.

Position Summary

Under the supervision of the Executive Director, the Resident Services Coordinator is responsible for assessing resident needs, developing and/or implementing a variety of programming to meet those needs, making resource information available to residents, and providing linkages to needed services for low-income residents living in affordable housing developments. In addition, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations.

Essential Duties and Responsibilities

This job description should not be interpreted as all-inclusive. The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Networks and develops relationships with other housing authority professionals and service providers in order to keep abreast of services and assistance available to tenants; ensures that Authority staff and residents are made aware of available services and assistance options.
- Prepares marketing materials for activities or programs and contact outside community agencies to increase public and resident awareness of Authority programs.
- Develop partnerships with existing organizations and programs to offer new programs & events when possible.
- Coordinates the displaced tenant relocation process, performs move assessments, and assists displaced tenants in locating safe and affordable housing.
- Identifies obstacles faced by residents; coordinates with partners and service providers to offer various programs, resources, and events that will enhance tenants' quality of life and ability to enter workforce, including but not limited to: adult basic education, literacy, GED attainment,

budgeting and finances, parenting, youth programs, health awareness, and homeownership; communicates with all parties (CHA staff, residents, and service providers) to provide updated program information and receive related feedback.

- Organize and facilitate resident meetings; problem solve with residents when appropriate.
- Represents the CHA in the community, serving on boards or committees and attending and supporting community functions; communicates CHA's message to the community.
- Coordinates tenant transportation to job and healthcare related functions.
- Maintains awareness of social and welfare services, new legislation, development, and trends relevant to the field of community and resident services.
- Manage and update CHA's social media accounts.
- Provide oversight and guidance for the Resident Advisory Board.

Job Competencies

- Knowledge of HUD, federal, state, and local laws, and regulations, as well as CHA policies and procedures related to the position.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Authority programs.
- Knowledge of the typical problems and needs of the CHA tenant population.
- Considerable knowledge of social work and resources available through community service agencies.
- Skills in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Qualifications

- Bachelor's degree in social services, public administration, or related field; OR 2-4 years of experience and/or training in community development, social services, or related field; OR equivalent combination of education and experience required.
- Training or experience working with specific populations. Experience with populations such as children and families, seniors, people with developmental disabilities or chronic mental illness, may be helpful or highly desirable.
- Affordable housing and program development experience are highly desirable.
- Experience conducting community assessments, applying the principals of conflict management and/or de-escalation techniques, and organizing community groups, events, and programs highly desirable.
- Willingness to work a flexible schedule, including nights and weekends.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Other Requirements

- Valid Driver's License in good standing and the ability to be insurable under the CHA's automobile insurance plan at the standard rate.
- Must be available for occasional overnight travel for training.
- Employment is contingent upon a satisfactory review of an applicant's criminal background check.

Affirmative Action/Equal Opportunity employer.

HOW TO APPLY:

To be considered for this exceptional career opportunity, please submit your cover letter, and a detailed resume to:

Email: careers@cullmanha.com