

HOUSING AUTHORITY OF THE CITY OF ANNAPOLIS

Resident Services Director

GENERAL RESPONSIBILITIES

Under the direct supervision of the Executive Director, responsible for overseeing the Housing Authority of the City of Annapolis (HACA) resident services initiatives. The Resident Service Director will be responsible for coordinating and developing resident enhancement activities on all HACA properties. The Resident Service Director will work closely with the residents, Resident Councils, and Resident Advisory Board (RAB) to assure HACA is an effective partner for residents and their concerns.

ESSENTIAL DUTIES

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervise the daily operations of the HUD Resident Opportunities and Self Sufficiency (ROSS) Coordinator(s).
- Supervise the daily operations of the Youth Coordinator.
- Supervise the daily operations of the Community Safety Manager.
- Coordinates services/counseling regarding employability, budgeting, housekeeping, education, crisis intervention and other personal and social issues for HACA residents.
- Conducts case conferences with individuals, families and/or individuals within participating families to determine and track their progress towards self-sufficiency goals.
- Develops relationships with local real estate professionals to expand opportunities for residents of HACA, including homeownership programs, and educate professionals on homeownership opportunities for voucher holders to have a knowledgeable industry to work with.
- Mobilizes and/or displays community resources and literature in support of self-sufficiency activities, and maintains relationships with local advisory councils, advocacy and other interest groups.
- Seeks opportunities and funding for resident enhancement skills, training and placement,

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to track current grants and pursue other means of funding for all programs.
- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within the department
- Ability to work with residents and resident councils to enhance HACA community and properties.

- Efficient in proposal and grant writing.
- Ability to speak and communicate clearly and effectively with residents, HACA executives, Board of Commissioners and various Community stake holders.
- Ability to maintain composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients/customers, coworkers, supervisors, subordinates, and the general public.

EDUCATION AND EXPERIENCE

Bachelor's degree in Social Work, or related field supplemented with five to ten years experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities. Preference will be given to persons with local experience, demonstrated ties to the Annapolis affordable housing or public housing communities.

PHYSICAL REQUIREMENTS

Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, facsimile machines, telephones, typewriter, etc. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc. Must be able to walk HACA properties regularly. Must be able to perform inspections of units and grounds which may require bending, stooping, kneeling, crouching, reaching, and crawling. Must be able to perform tasks requiring visual perception and discrimination.

SPECIAL REQUIREMENTS

Possession of valid Maryland driver's license required. This position is a full-time position. It will require flexibility with schedule.

FLSASTATUS

Exempt

The Housing Authority of the City of Annapolis assures Equal Employment Opportunities for employees as required by Federal and State Orders and Laws. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. This job description is intended to accurately reflect the position activities and requirements. However, management reserves the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.