

CHESAPEAKE REDEVELOPMENT AND HOUSING AUTHORITY

Position Description

Classification: Self Sufficiency Coordinator-HCV #511

Supervisor: Resident Programs Manager

Salary Range: \$31,019.01-\$47,199.09

Classification: Non-Exempt

Position Summary

Under the direction of the Resident Programs Manager, performs responsible administrative work managing, coordinating, developing, and implementing the Authority’s resident initiatives programs as well as other programs designed to provide resident self-sufficiency through education, job training, child care, and job placement opportunities for public housing residents. This is a grant-funded position.

Essential Job Functions

The statements contained herein 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 relief, to equalize peak work periods or otherwise balance the work load.

1. Prepares applications for local, state and federal grants and private foundations. Solicits corporate sponsors.
2. Coordinates grant administration such as the Drug Elimination Grant Program, resident initiative programs, and adult and youth sports grant programs, the Family Self Sufficiency Program (FSS), and the HCV Welfare to Work Program.
3. Develops and implements programs and policies for the Resident Services Department.
4. Access resources for CRHA’s resident population to remove barriers that inhibit self-sufficiency.
5. Prepares narratives, correspondence, reports and other materials on program progress.
6. Submits monthly reports to the Resident Programs Manager.
7. Proposes new programs, ideas and approaches for resident programs.
8. Provide staff support to Resident councils to insure compliance with HUD and CRHA’s policies and procedures.
9. Develops partnerships with local churches, community social agencies, educational institutions, and private agencies.

10. Partner and research with agencies to provide job training, skill development, health services and other opportunities for resident career enhancement. Researches opportunities for resident career enhancement.
11. Coordinate and collaborate with local employers to develop a Job Bank available for the placement of qualified residents.
12. Assist with marketing and promotion of CRHA on contracts under the guidelines of Section 3 to ensure resident participation.
13. Conducts housekeeping training for residents to ensure compliance of lease.
14. Performs general social service case management duties, including referring client residents to specific social service agencies for assistance, collecting case information, monitoring progress of residents in resolving problems, and maintaining confidentiality of information.
15. Plans, organizes, and conducts workshops to residents on a variety of economic, social and other issues.
16. Establishes and supervises resident support groups at the assigned community.
17. Coordinates and staffs human services programs that are implemented at the assigned community.
18. Maintains comprehensive and current knowledge of social service programs, particularly those aimed at public housing community residents and low-income families; may research and identify resident empowerment strategies and programs; recommends social service programs to management as appropriate.
19. Assists with the coordination and implementation of special event activities for the Authority.
20. Communicate and collaborate with Property Managers on social services issues at assigned areas.
21. Monitors and reviews legislation affecting resident programs and recommends improved initiatives.
22. Participates on various Authority and community committees and task forces such as Chesapeake Community Service Board, Campostella Square Neighborhood Association and other boards and committees as assigned.
23. Works closely with Chamber of Commerce on Entrepreneurship.
24. Monitors and ensures compliance of participation with rules and regulations of the FSS Program and HCV Welfare to Work Program; takes remedial action when participants do not comply; in appropriate circumstances, recommends termination of contract to Resident Programs Manager.
25. Serves as Grievance Hearing Officer for CRHA's public housing and HCV participants grievance hearings as necessary or as assigned.
26. Performs other related duties as required or assigned.

Required Knowledge and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the purposes, policies, and regulations of the Housing Authority.
3. Knowledge of community/social services available locally and through local, state, and federal agencies and/or funding sources.
4. Extensive knowledge of appropriate grant and program standards, rules, regulations and criteria.
5. Extensive knowledge of public housing resident initiative programs, housing operations and regulations.
6. Ability to prepare grant applications, assuring adherence to all standards, regulations and criteria.
7. Ability to maintain records and prepare reports and statements.
8. Ability to organize, coordinate and supervise the work of others.
9. Ability to communicate effectively both orally and in writing.
10. Ability to maintain effective working relationships with employees, clients, the public and other private and public sector organizations.

Physical Requirements

1. Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, computer, facsimile machine, calculator, etc.
2. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, office supplies, etc.

Minimum Education, Training, and/or Experience

1. Graduation from an accredited four (4) year college or university with major course work in business, Public Administration, Human Services, or related field.
2. Four (4) to five (5) years experience working in a housing program environment. Experience working with the public and community and government agencies is preferred.
3. Any equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient.

Special Requirements

1. Possession of a valid Commonwealth of Virginia driver's license, and ability to operate a 15 passenger van.
2. Must be bondable.

3. Must pass a criminal background check.

Performance Norms

The following performance norms are to be utilized as a method for evaluating performance of the employee(s) in this classification. The performance norms listed highlight the required performance indicators and are not intended to be the sole indicators of employee performance. Performance will be evaluated annually as well as ongoing through daily supervision and random quality control inspections. Performance norms represent the minimum requirements for the position. Documented performance in excess of the norms may qualify the employee for merit pay and failure to meet performance norms may result in disciplinary actions, including, but not limited to, dismissal.

1. Reports, policies, budgets, and other required documentation are submitted in a thorough, concise, manner 95% of the time.
2. Department directives are implemented in accordance with timeframes 95% of the time.
3. Develops budget in accordance with Authority objectives and submits to the Executive Director for approval within established timeframes 100% of the time.
4. Ensures division expenditures do not exceed 100% of the approved budget. Strives to operate within budget parameters 98% of the time.
5. Strives to remain free from HUD findings upon audit and/or review. There will be no uncorrectable deficiencies or findings.
6. Corrects all deficiencies within the prescribed timeframes 98% of the time.
7. The Authority's overall Public Housing Management Assessment Program (PHMAP) Resident Initiatives score will be in excess of 90%.
8. Remains aware of all current grant programs and submits applicable applications within established deadlines.
9. Maintains up-to-date knowledge of local, state, and federal regulations related to housing programs and implements program changes to ensure compliance in accordance with established timeframes 98% of the time.
10. Achieves the Authority's objectives and goals according to established timeframes 98% of the time.
11. Treats customers, employees, vendors, and contractors with respect.
12. Performs all duties to the highest of customer service standards.