

RESIDENT INITIATIVES COORDINATOR
(Housing Authorities)

DISTINGUISHING FEATURES OF THE CLASS: Under general direction, the incumbent performs a variety of tasks involving planning, coordinating and implementing initiatives and programs designed to serve the needs of families residing in a housing development. The incumbent is responsible for following regulations and guidelines issued by HUD on community services, resident services and resident participation; and applicable Housing Authority policies and procedures. Considerable leeway is afforded to independently make decisions about the best course of action in each situation. Supervision is not a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Contacts local and state agencies such as Child Welfare, Health Department, Salvation Army and Family Services to determine assistance provided;

Leverages public and private sector resources to help residents become independent of all government subsidies and economically self-sufficient;

Maintains current directory of community services available to residents and may organize a Program Coordinating Committee (PCC);

Coordinates Authority Community Center activities and monitors on-site programs;

Assists residents in obtaining benefits available from social service agencies;

Develops and conducts recreational and other activities for adults and youth at the developments and monitors and supports youth organizations;

Prepares reports on all resident activities for the Central Office and assists in publication of Quarterly Report of Community Service Centers;

Brings in agencies that provide services such as medical exams, immunizations, pre-natal care, and expanded nutrition programs;

Collaborates with local community agencies to provide services for the residents including childcare providers, schools, job training / placement agencies, treatment and counseling clinics for substance and alcohol abuse, etc.;

Reviews police and night watchman's reports and coordinates efforts to resolve problems or prevent problems;

Works with a variety of schools and their dropout prevention programs to encourage students to continue their education; encourages youth to take advantage of Scholarship Program offered by Authority;

Develops and conducts efforts to involve adults and children in community activities such as drug prevention and beautification campaigns;

Coordinates training workshops for residents;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Keeps Executive Director and housing management informed on resident complaints and counseling performed;

Attends Family Self Sufficiency and community networking meetings and monitors activities of senior citizens programs;

Interviews and screens applicants for participation in the Family Self Sufficiency program and explains the benefits of participation;

Contracts those who qualify for Family Self Sufficiency program participation and develops a plan with specific goals for them;

Schedules follow up needs assessment interviews to monitor progress level towards self sufficiency;

Reviews the milestone progress for continued participation in the Family Self Sufficiency program and eligibility of program participants to receive escrow savings account funds upon completion of program goals;

Prepares required reports for the public housing program and keeps records of the same, as authorized by the U.S. Department of HUD;

Makes trips to the housing developments to conduct necessary business and assist residents;

Assists in relocation of residents during modernization of dwelling units;

Assists with transportation of Resident Council officers to out-of-town meetings, seminars, etc;

Represents the Authority in meetings with community agencies and prepares reports of meetings;

Develops budget and grant proposals for resident service programs;

Represents the Authority at resident and neighborhood council meetings and acts as liaison between the residents and the Executive Office and handles all public relation matters between the Authority and other social public and private entities;

Keeps housing management personnel and Executive Director informed of all matters issued at resident council meetings where Authority can assist in preventing and solving problems;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Comprehensive knowledge of social work and the resources available through community agencies; knowledge of HUD regulations, federal and state public housing laws; knowledge of the broad problems and objectives of public housing; knowledge of the operation and maintenance of large scale apartment dwellings and grounds; knowledge of interview techniques; familiarity with the basic purpose and location of community agencies; familiarity with the local community and population; familiarity with health and social problems and attitudes in the community; ability to work independently; ability to communicate effectively both verbally and in writing; ability to follow oral and written instructions; ability to speak effectively before groups; ability to address the public and present information in a clear and concise and convincing manner; ability to relate to others; ability to establish and maintain effective and courteous working relationships with others; ability to deal effectively with the public and community agency personnel; ability to work effectively with adolescents and/or children; ability to deal effectively with situations that require tact and diplomacy, yet firmness; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, understand, and communicate in English sufficiently to perform the essential functions of the position; ingenuity in the solution of complex human relations problems; honesty; integrity; resourcefulness; initiative; discretion; tolerance of differing points of view and beliefs; emotional maturity; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) two (2) years experience where the primary function of the position was in social work; or (b) two (2) years experience in public housing which must have included advising and/or counseling residents regarding housing authority programs and policies, as well as informing residents about available community programs and services.

SUBSTITUTION: Satisfactory completion of a Bachelor's Degree in Social Sciences, Behavioral Sciences or related field may be substituted for the two (2) years of specialized experience described above. All coursework must be verified by official transcript.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level as stated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in New York State at time of appointment appropriate to the vehicle to be operated.