



Position Description

Position Title:	Resident Services Specialist	Department:	Enrichment and Career Services
Reports to:	Director of Programs	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to coordinate and organize a variety of programs related to the Resident Opportunities and Self Sufficiency (ROSS) Programs including comprehensive resident services related to aging safely, improved quality of life, and/or self-sufficiency. The incumbent is responsible for providing information and referral assistance to the residents. In addition, the incumbent is responsible for maintaining good working relationships with local community and social service organizations.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

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.

- Provides case management, planning, coordination, and delivery of services including the support of the Resident Opportunities and Self Sufficiency (ROSS) programs.
- Assesses and qualifies resident elderly and families for Authority programs, including Resident Opportunities and Self-Sufficiency programs.
- Identifies obstacles faced by ROSS participants; coordinates with partners and service providers to offer various programs, resources, and events that will enhance residents’ quality of life and ability to enter workforce, including but not limited to: adult basic education, literacy, GED attainment, parenting, youth programs, health awareness, and homeownership; communicates with all parties (Authority staff, residents, and service providers) to provide updated program information and receive related feedback.
- Networks and forms relationships with other housing authority professionals and service providers in order to keep abreast of services and assistance available to residents; ensures that Authority staff and residents are made aware of available services and assistance options.
- Develops case plans with clients individually, as a family, or in other small groups, and aids clients in building their capacity and connecting to external resources to improve social functioning.
- Maintains consistent follow-up schedule for ROSS participants to review, evaluate, and prioritize objectives.
- Refers residents to appropriate supportive services, community agencies, and resources; supports and encourages residents’ efforts in becoming self-sufficient.
- Reviews service plan and performs follow-up to determine quantity and quality of service provided to resident and status of resident’s case.
- Assists in the planning of and participates in monthly meetings to provide residents with information regarding the program.
- Collects, analyzes, and reports data on the performance of the Authority’s ROSS program activities.
- Establishes and maintains filing system and administrative procedures for the ROSS program; maintains accurate and essential files while confirming the security of such records.
- Regularly self-audits program files to assure files reflect services provided and meet requirements.
- Remain familiar and current with federal regulations and program requirements.



Position Description

- Work with the leadership team to develop and maintain a comprehensive network of education, job training, drug prevention and education, economic development, and supportive services for individuals and families.
- Supports the development and preparation of grant applications.
- Creates various marketing materials for the ROSS program, including brochures, newsletters, and flyers, to recruit and connect services to participants.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed



Position Description

Education and/or Experience

Bachelor's Degree in human services, social work, or related field and a minimum of 2 years' experience in public housing or social services case management. An equivalent combination of education and experience may be considered. Must possess a valid state issued driver's license and be insurable under the Authority's plan. Must the Resident Opportunity and Self Sufficiency certification within the first year.

Technical Skills

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

Physical Demands

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; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority Date