



Position Description

Position Title:	Jobs Plus Ambassador (Part-time)	Department:	Enrichment and Career Services
Reports to:	Jobs Plus Manager	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The purpose of the Jobs Plus Initiative program is to develop locally based, job driven approaches to increase earnings and advance employment outcomes through work readiness, employer linkages and job placement for residents of public housing. Once employed, the team continues to support the participants to maintain employment and build careers.

The primary purpose of this position is to encourage residents to become involved in the Jobs Plus Program and in work. The incumbent connecting with the residents, distributing literature about the Jobs Plus Program and scheduling follow up appointments with residents to discuss the program directly.

The role advocates for the Jobs Plus team and assists in closing the gap between residents and the Jobs Plus team. The incumbent actively participates in encouraging community building principles, participation in the Jobs Plus Program, job/career development and developing relationships between community members, community partners, employers and FWHA Jobs Plus Program are key to the success of the overall program.

The incumbent's role is to market the Jobs Plus Program to all residents.

All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") and Job Plus' mission, strategic goals, and objectives.

The incumbent will be hired from FWHA's resident pool due to their familiarity with the community dynamics and issues that are common within the community. There will be occasions that the incumbent will need to work evenings or on weekends.

This is a grant funded and part-time position.

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.

- Coordinates and promotes participation in community and supportive services, community planning and other Fort Wayne Housing Authority Jobs Plus related activities.
- Marketing and outreach including word of mouth, door to door, posting information, distributing flyers for community events, etc.
- Assist with Jobs Plus Programs surveys and assessments pertaining to training or employment.
- Works in collaboration with Jobs Plus team and other FWHA Departments components to create outreach and strategies to organize, attract residents and retain participation in the Jobs Plus Program.
- Participates in various training courses and attends mandatory meetings.
- Assists with Program implementation for community and supportive services in assigned areas.



Position Description

- Assists with employment related events such as job fairs, coordinating and arranging to bring residents to job fairs sponsored by outside agencies.
- Works with resident council(s) to organize informal and formal resident groups to communicate resident needs regarding the Jobs Plus Program.
- Conduct resident contacts for program follow-up at the discretion the Jobs Plus team.
- Serves as FWHA's ambassador by representing FWHA's mission and purpose in all actions.
- Provides all services in alignment with FWHA mission, policies, practices, procedures, and values, in compliance with HUD, federal, state, and local laws and regulations, and grant requirements.
- Ensures assigned work is completed accurately and in a timely manner; and responds to requests promptly and courteously.
- Tracks, follows-up, and resolves client issues as needed.
- Dedicated to working directly with a diverse population.
- Ability to cultivate and develop inclusive and equitable working relationships with employees, clients, and community members.
- Supports and enhances a sense of belonging with employee, client, and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- 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: Meets appropriate standards of performance; works hard/smart to achieve goals; strives for results and success; works with a sense of urgency and follows tasks through to completion; 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.



Position Description

Responsiveness and Accountability: Demonstrates 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. Perform work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; can be objective and open to others' views; gives and receives appropriate feedback; contributes to building a positive team spirit; actively contributes to team success.

Education and/or Experience

- Must be a public housing resident of the Jobs Plus Asset Management Properties.
- Must be a resident in good standing.
- High School Diploma or GED equivalent and minimum of 1 year experience serving others.
- An equivalent combination of education and experience may be considered.
- Valid state issued driver's license is required, and the incumbent must be insurable under the Authority's plan.
- Ability to work evenings or weekends.

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.
- Demonstrable communication and active listening skills are required, as well as an ability to display empathy.
- Ability to interact with residents and community partners in obtaining and providing information in a polite and efficient manner.
- Skilled in dealing with people in a respectful and diplomatic manner.

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 accommodation 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; reaching to retrieve and replace files; 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 will be required to drive. The employee may drive a FWHA vehicle.
- The employee must occasionally transport up to 25 pounds.



Position Description

Work Environment

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

- Position may work in an office environment, and at the various FWHA's properties.
- Office environment. The noise level in the work environment is usually moderate.
- Home visits may be required on a case-by-case basis, resulting in the employee experiencing a variety of conditions.

Read and Acknowledged

***Disclaimer:** This job description is not intended to be all-inclusive; an employee will also perform other related job responsibilities as assigned by immediate supervisor and other leadership as required. FWHA reserves the right to revise or change job descriptions, job duties, functions and requirements as the need arises. This job description does not constitute a written or implied contract of employment.*

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date

Approval of Appointing Authority

Date