



BESSEMER HOUSING AUTHORITY

Position Description – Resident Services Manager (August 13, 2020 – August 27, 2020)

Position Title: Resident Services Manager	FLSA Status: Exempt
Reports To: Executive Director	Department/Level: Central Office Cost Center
Salary Grade: 26	Last Updated: July 1, 2019

POSITION OVERVIEW

This is moderately responsible management work related to the Authority's social service and self-sufficiency function. The incumbent is responsible for the coordination of planning and grant management activities under various Authority grants related to social service and self sufficiency. Reporting to the Executive Director, this position is responsible for planning, budgeting, and implementation of programs and initiatives as well as monitoring the financial performance of the various programs and funds. Work assignments are received in the form of broad objectives and performance expectations with minimal direction in day-to-day operations. This position may supervise administrative or force account labor employees.

DUTIES AND RESPONSIBILITIES

The statements contained here 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 workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Responsible for all aspects of the Authority's social service and self sufficiency grant management activities including planning, administration, and program implementation.

2. Develops, implements, and manages resident services programs related to Resident Opportunities and Self Sufficiency (ROSS) grants funded by HUD. Programs may be provided for family and/or elderly residents.
3. Develops, implements, and manages resident services programs related to Family Self Sufficiency grants funded by HUD. Programs may be provided for both Public Housing residents and Section 8 participants.
4. Develops, implements, and manages housing counseling programs that include credit counseling, homeownership orientation, and other programs aimed at expanding affordable housing opportunities.
5. Investigates and researches potential sources for funding including grants, foundation funding, and other resources to promote resident service and self sufficiency funding.
6. Writes and submits applications for grant, foundation, and related funding. Ensures that application requirements are met, supporting documentation is provided, any matching funds are secured, and that applications are submitted in a timely manner.
7. Develops and maintains budgets for all programs to ensure that available funding is sufficient to meet program needs. Identifies alternative sources of funding, as needed.
8. Manages grants in accordance with funding agreements. Coordinates and submits periodic reporting in accordance with grant or funding requirements. Completes periodic reviews of activities and determines any necessary modifications to maximize the effectiveness of programs and initiatives.
9. Assists with the development and promotion of resident organizations, including Resident Councils, City-Wide Resident Councils, and Resident Management Corporations, as applicable.
10. Develops and executes Memoranda of Understanding, Funding Agreements, and other documentation required related to Resident Councils and Resident Participation Funding. Provides support to Resident Councils in the management and expenditure of Resident Council funds in accordance with funding agreements or Generally Accepted Accounting Principles.
11. Provides support to resident organizations and provides training and instruction related to Resident Participation Funding.
12. Coordinates other available resident services in the local community. Establishes cooperative relationships with other community service providers and coordinates service delivery for Authority residents.
13. Coordinates volunteer activities and events to assist residents. Provides support, as needed, to ensure that volunteer efforts are maximized.
14. Reviews Federal Regulations to ensure the Authority's compliance and advises the Executive Director of any necessary changes to policies and procedures to conform to regulations.

15. Attends professional meetings and training sessions to ensure proficiency in the housing, construction, and renovation fields.

ADDITIONAL MANAGEMENT RESPONSIBILITIES

This position is responsible for certain management duties that pertain to the operation or improvement of all agency programs and properties. These additional management responsibilities include, but are not limited to, the following.

1. Manages and directs all assigned resident services to ensure the effective operation of the function.
2. Represents the Authority in its provision of community services to outside participants or agencies and attends Board Meetings as directed by the Executive Director or Deputy Executive Director.
3. Prepares periodic reporting to funding agencies as required by the program. Ensures that requests for funding are prepared and submitted as required.
4. Provides periodic reporting and update to the governing boards (including the agency Board of Commissioners) regarding program performance. Recommends changes in policy or procedure as needed to improve overall operational performance.

Additional management duties may be assigned, as needed, to ensure the maximum performance of the programs and properties assigned.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of a wide variety of grants and other funding sources related to social services, resident services, or self sufficiency.
4. Knowledge of the Authority's facilities, including location, structure, and layout including associated utilities.
5. Knowledge of requirements under specific funding sources, including planning, implementation, and reporting.
6. Ability to plan, organize, and develop a variety of operational and management systems related to the position. Ability to orient other workers and to explain regulations, policies, procedures, or processes.
7. Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
8. Ability to present ideas and information in a clear and concise manner, both orally and in writing.

9. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Prepares and submits grant applications in accordance with Notices of Funding Availability or other funding notices.
2. Ensures that all ACC Amendments related to HUD grants are executed and submitted along with required attachments by the due date.
3. Ensures that funds for grants are obligated by the due date imposed by HUD (or the Executive Director).
4. Ensures that funds for grants are expended by the due date imposed by HUD (or the Executive Director).
5. Maintains annual reporting and reporting in accordance with individual grant requirements.
6. Maintains contracts and related documentation in accordance with regulations and handbooks.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

This position requires graduation from an accredited four-year college with a degree in social work, human services, or related field; a required minimum of two years experience managing a staff; a minimum of five years experience managing social service or self sufficiency programs; or any equivalent combination of education, training, and experience that provides the required knowledge and abilities. Certification as a Housing Counselor is preferred. Previous experience with HUD funding programs is preferred.

PHYSICAL REQUIREMENTS

This position is required to work in an office setting that is generally accessible to the mobility and sensory impaired. This position is also required to access facilities and units that may or may not be accessible to the mobility impaired. The incumbent must have the ability to utilize standard office equipment and access files and documents. The incumbent must have the ability to lift up to 20 pounds. Must be able to work while seated for extended periods of time.

SPECIAL REQUIREMENTS

1. Possession of a valid Alabama driver's license.
2. Must be bondable.