

Housing Authority of Kansas City, MO
HAKC
Job Description

Job Title: Director of Resident Services
Department: Resident Services
Reports To: Deputy Executive Director
FLSA Status: Exempt
Prepared By: Arlene M. Hinson
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Approved By: Arlene M. Hinson
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JOB SUMMARY:

This is advanced professional and managerial work directing, planning, and monitoring the Resident Services department. Work includes developing, implementing and monitoring programs to improve the quality of life for residents in public housing and participants of the Housing Choice Voucher program and encourage their social and economic self-sufficiency. Work involves setting and monitoring departmental long and short-term goals and objectives, policy development, budgeting, grant writing, contract management and fundraising to establish an effective network of referral and support systems for the provision of elderly, children, adult and family services. Responsibilities include assuring compliance with HUD regulations as well as oversight of appeal and hearing functions.

Work is performed under the administrative direction of the Deputy Executive Director and is reviewed for attainment of organizational goals. Exercises considerable independent judgment in developing, directing and administering and managing departments and programs of the Authority.

SUPERVISORY RESPONSIBILITIES

Supervision is exercised over professional and administrative staff.

ESSENTIAL FUNCTIONS:

This section serves to illustrate the more typical aspects of the work indicative of the classification. The primary functions of the classification are not to be considered a detailed description of every duty of each position allocated to the classification. The responsibilities and essential duties typically performed by positions allocated to this classification on a frequent and recurring basis include:

1. Plans, organizes, assigns, directs, trains, and evaluates subordinates.
2. Establishes annual and multi-year department goals; develops, evaluates, and revises programs; researches county-wide trends and best practice models; assesses resident needs and analyzes relevant data; creates programs related to department goals and available funding; establishes program expectations and outcomes; develops and administers the budget; establishes program timelines; procures service contracts; reviews and authorizes contracts; develops and evaluates reports that measure progress;

- reports progress to relevant parties; reviews successes/challenges with contracted partners; negotiates and renews contracts; ensures compliance with regulations.
3. Reviews available funding opportunities; coordinates funding strategies and responsibilities with partner agencies; reviews and approves grant applications; establishes funding strategy to support existing resident service programs and new initiatives; identifies new funding sources relevant to resident service programs and goals; monitors budgets and prepares and submits reports.
 4. Develops and implements policies; evaluates the impact of changes; identifies issues that require policy changes; schedules meetings with appropriate staff; collects supporting data and other relevant information; establishes timelines for policy implementation; delegates responsibilities to participating staff; prepares necessary documentation; presents recommendations to senior staff, Board, residents and other community stakeholders; notifies impacted parties of changes.
 5. Resolves residents' problems and conflicts relating to housing; addresses resident complaints through meetings and phone conversations; provides guidance to staff working with difficult residents; identifies common themes to address on a policy level; recommends executive exceptions; works to prevent evictions.
 6. Prepares reports and presents Authority information to residents and community stakeholders; prepares site visit materials, agendas and conducts site tours; participates in the development of area wide strategies and initiatives.
 7. Oversees specific resident program such as the Family Self-Sufficiency program and the Resident Opportunity and Resident Opportunities and Self Sufficiency grant program.
 8. Interact with the Resident Council(s),

QUALIFICATIONS AND COMPETENCIES:

The qualifications and competencies required to perform the duties and responsibilities of this classification are:

Behavioral Competencies

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.

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; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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.

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

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.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies

Work requires considerable knowledge of:

- The theory, principles and practices in the design, implementation and evaluation of individual and family supportive services programs; principles and practices of service delivery design and program evaluation;
- Practices and techniques in building community collaboratives;
- Theory, principles and practices of social service counseling, case management and crisis intervention;
- Ethical and legal obligations regarding confidentiality, child and adult protective issues;
- Local, state and federal law and regulation applicable to the design and delivery of self-sufficiency and supportive service programs;
- The community, its resources and dynamics applicable to the delivery of Authority's programs;
- Administrative research and analysis methods and techniques; dispute resolution and mediation methods and techniques;
- Principles and practices of budget development and administration; principles and practices of effective program management and supervision

Work also requires the ability to:

- Understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the design, development, funding and administration of resident service programs;
- Collect data, evaluate alternatives and develop sound conclusions and recommendations;
- Organize work, set priorities and exercise sound independent judgment, consistent with Authority and department missions and applicable policies and guidelines;
- Plan, develop and maintain innovative and multi-disciplinary partnerships with governmental and community organizations to design and deliver programs; represent the Authority effectively in making presentations and conducting meetings with program services;
- Communicate effectively, orally and in writing; prepare clear, concise and comprehensive reports; handle interactions with courtesy, tact and sensitivity to the issues involved;

- Deal effectively with a diverse client and customer group, culturally and ethnically; establish and maintain highly effective and courteous working relationships with residents, HAKC staff, public and private agencies and social service organizations.

EDUCATION AND EXPERIENCE:

Work requires a bachelor's degree in Business Administration or Social Sciences; a master's degree with major course work in Business Administration or Social Sciences is preferred. A minimum of 10 years of professional experience in development and administration of inter-agency social services is required. A similar equivalent combination of education and experience may be considered.

LICENSES REQUIRED

Valid driver's license and acceptable driving record at time of appointment and valid driver license throughout employment, are required in this position.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel. The incumbent frequently uses standard office equipment including personal computers, telephone and related equipment and may drive a vehicle on Authority business.

CONTACTS:

Work requires frequent contact with members of the senior staff to make policy decisions, develop joint initiatives, plan programs and presentations, advocate on behalf of staff, request staff or equipment and set mutually beneficial administrative processes for staff; with residents; and, with service providers and counterparts at other regional housing authorities.

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.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date