

Job Description

Anniston Housing Authority

Resident Service Specialist

Department: Resident Services March 20, 2024
Report To: Director of Operations FLSA: NE

Summary

This employee is responsible for recruiting and engaging Anniston Housing Authority (AHA) families with Resident Initiatives and Self Sufficiency Programs. Also, this position is responsible for coordinating and monitoring resident council and leadership involvement in services provided to the public housing developments.

Essential Job Functions

- Recruit families living in the AHA's Housing Assistance Programs for HUD and other available resident initiative programs.
- Provide and/or coordinate Case Management to public housing family members as needed.
- Assist each family member in setting individual goals, and the family in setting household goals together.
- Connect families with agencies to assist them with their goals and needs.
- Follow-up as needed with families on completing scheduled tasks.
- Work with resident leadership organizations in developing required MOUs, By-laws, activities and budgets for community events and partnerships.

- Plan activities for families and youth in public housing communities.
- Look for funding to support planned activities.
- Provide transportation to families for scheduled events.
- Serve as a mentee for youth programs.
- Attend trainings that coincide with job duties.
- Other duties as assigned.

Knowledge, Skills, and Abilities

Ability to analyze and apply policies and procedures as established by the Department of Housing and Urban Development (HUD).

Ability to establish relationships with local Community Agencies that provide assistance and services to residents, including knowledge of eligibility requirements.

Ability to prepare and host group meetings.

Ability to maintain records on program participants.

Ability to read and understand policies, guidelines, and procedures.

Ability to prepare clear concise reports and make recommendations within scope of responsibility.

Ability to use basic office equipment such as telephone, facsimile, copier, calculator, postage machine, and computer.

Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public.

Qualifications

Graduation from a standard high school, preferably a 4-year bachelor's degree in social work, or public relations from a college or university. Knowledge of grant writing and community services is a plus. This person must also have a valid driver's license and the ability to be covered under the authority's vehicle insurance policy. Effective communication and computer or data entry skills, and experience coordinating recruitment.