

HOUSING AUTHORITY of the CITY OF OPELIKA
1706 TOOMER STREET
P.O. Box 786
OPELIKA, ALABAMA 36803-0786
(334) 745-4171

JOB OPENING NOTICE

DATE: June 22, 2021

- 1) CLASSIFICATION: Resident Services Coordinator
- 2) SALARY: DOQ
(Depending on Qualifications)
- 3) RESPONSIBILITIES: See Attached or go to
www.opelikaha.org for job
description and application
- 4) PERSONS INTERESTED: Submit resume and application with
qualifications in writing to: opelikaha@opelikaha.org
or via mail:
Human Resources
Opelika Housing Authority
P.O. Box 786
Opelika, Alabama 36803-0786

**APPLICATIONS ACCEPTED
UNTIL POSITION IS FILLED**
(Please No Telephone Calls)

THE HOUSING AUTHORITY OF THE CITY OF OPELIKA IS AN EQUAL OPPORTUNITY EMPLOYER. THE HOUSING AUTHORITY OF THE CITY OF OPELIKA DOES NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF RACE, COLOR, SEX, NATIONAL ORIGIN, RELIGION OR HANDICAP.

Job Description

Housing Authority of the City of Opelika

Resident Services Coordinator

Department: Resident Initiatives

Date:

Reports To: Executive Director

FLSA: NE

Summary

Oversee and coordinate programs offered by Resident Services. Develop a variety of educational and economic empowerment support services, activities, and programs for residents. Coordinate activities and provide case management for Family Self-Sufficiency (FSS) Program. Develop partnerships with community service providers in order to efficiently deliver services to residents. Contact residents who may be sick or in need of assistance to determine services needed, and make appropriate referrals. Maintain records and prepare reports.

Essential Job Functions

- A. Develop, and implement programs for residents
 - 1. Plan, organize, and implement programs for residents, based on identified priorities
 - 2. Identify partners who are able to provide needed services and develop relationships
 - 3. Oversee onsite computer lab and activities and programs centered at that location
 - 4. Market programs to residents through the newsletter, calendar, articles, and targeted outreach

- B. Provide counseling and guidance for low-income residents to assist in reaching the goal of self-sufficiency.
 - 1. Complete initial personal/family needs assessment to determine eligibility based on program guidelines
 - 2. Identify needs and barriers, and develop service plans with participants
 - 3. Refer clients to services that will promote achievement of goals or filling needs
 - 4. Meet with participants quarterly to assess whether goals are being met

- C. Provide referral and services to residents on an individual basis, as needed, maintain files and records
 - 1. Provide assistance, counseling and referrals to high-risk population, as needed
 - 2. Provide information regarding financial and other types of assistance available
 - 3. Network with local agencies to obtain information, determine whether they may be able to provide training and/or assistance for residents
 - 4. Maintain appropriate files and records, and prepare reports

- D. Represent Opelika Housing Authority in the community and perform a variety of tasks
 - 1. Attend various agency meetings in order to give and receive information about services and possible interface with resident services programs
 - 2. Work with public and private agencies to develop collaborative efforts to provide goods and services for residents, including work source, urban league, law enforcement, school board, health department, etc.
 - 3. Serve as Liaison to Resident Advisory Council
 - 4. Create and distribute the OHA yearly calendar and the quarterly OHA Newsletter
 - 5. Prepare periodic reports and attend Board meetings when requested

Knowledge, Skills, and Abilities

- 1. Knowledge of the principles and practices of social work and case management
- 2. Knowledge of the principles and practices of career counseling, clinical counseling, and service delivery
- 3. Knowledge of HUD and organizational regulations, policies, and procedures
- 4. Knowledge of business English, spelling, arithmetic, and vocabulary

5. Knowledge of basic computer operations, data entry, and data summary
6. Knowledge of the organizations and agencies in the area that provide services utilized by clients
7. Knowledge of the principles of communication
8. Ability to understand and follow oral and written instructions
9. Ability to read, understand, and apply HUD and organizational rules, policies, procedures, and instructions
10. Ability to communicate orally and in writing
11. Ability to use a computer to access, enter, and compile data
12. Ability to establish and maintain effective working relationships with the public, residents, and other employees
13. Ability to interact with staff, clients, and agencies in obtaining and providing information in a polite and efficient manner, both in person, and on the telephone
14. Ability to use sound judgment in order to make decisions in accordance with established procedures and guidelines
14. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements
15. Ability to organize and present workshops and training sessions addressing family, employment, and finance issues
16. Skilled in analyzing situations in order to identify problems and offer possible solutions
17. Skill in communicating orally with clients and agencies in order to obtain and provide information
18. Skill in dealing with people in a polite and diplomatic manner

Minimum Qualifications

Bachelor's degree in social work, social sciences, or closely related field plus 3 years of progressively responsible work in human services or social work, or an equivalent combination of education and experience. Prefer experience in public housing.

Other: Valid Driving License
Ability to be insured under the Authority's vehicle policy

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.