

GRAND RAPIDS HOUSING COMMISSION

POSITION DESCRIPTION

POSITION TITLE: Resident Services Specialist Page 1 of 3
SUPERSEDES: Resident Services Specialist - (6-18-2002)
EFFECTIVE DATE: September 16, 2003
DEPARTMENT(S): Programs and Housing Management
F.L.S.A.: Exempt
GROUP: Non-Management
SALARY RANGE NUMBER: 9

I. SUMMARY OF FUNCTION: A professional position responsible for independently coordinating supportive services for assisted housing residents. Work is performed under the direction and supervision of the Resident Services Manager.

II. CHARACTERISTIC DUTIES include the following. Other duties may be assigned.

Essential

1. Follow Resident Services Delivery Model in planning services and coordinating resources that will enable clients to remain or gain residency in assisted housing.
2. Assess clients' ability to acquire skills or behaviors and/or put in place services in order to remain or gain enough self-sufficiency and independence to reside in assisted housing.
3. Make recommendation for acceptance or non-acceptance for these services.
4. Work with client to develop micro and macro case management plan and identify and coordinate resources for the supportive social and/or medical services needed.
5. Evaluate client progress on a continual basis, monitor ongoing client needs and match appropriate community services to facilitate personal well-being in order to maintain housing.
6. Build liaison relationships within the community and develop a comprehensive agency resource network.
7. Assist clients in accessing supportive services in the community.
8. Coordinate volunteer efforts and donations to meet a specific resident's needs.
9. Assess and monitor clients' ongoing needs and provision of services from community agencies; identify follow-up services that may be needed and assist in accessing these services.
10. Recommend eviction of tenant when violations of rules and/or requirements preclude its necessity.
11. Assist community agencies in the delivery of services to residents.

CHARACTERISTIC DUTIES – Essential (Continued)

12. Maintain case records, compile data, prepare reports and provide other required information.
13. Participate actively in various inter-agency and committee meetings.
14. Regularly deal with sensitive and confidential matters.
15. Assist in planning and coordinating special events.
16. Give presentations promoting the Resident Services Delivery Model.

Marginal

17. Attend workshops, seminars and conferences related to areas of responsibilities.
18. Provide back-up assistance for other related positions.

III. RESPONSIBILITIES: Reports directly to the Resident Service Manager. Responsible for maintaining the confidentiality of designated information.

IV. REQUIRED QUALIFICATIONS: To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities will be considered. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Minimum: Bachelors degree in social work.

Skills

Minimum: Demonstrated ability to identify needs and develop client case plans; build rapport and trust; to be assertive and yet empathetic. Must have ability to work with a diverse, low income population and with the faith community; plan, organize and make independent decisions reflecting sound judgment; communicate effectively with residents, staff, agencies and the public. Must be able to set good boundaries, recognize limitations and be a team player. Must be able to use computer software such as word processing and excel.

Work Experience

Minimum: One year internship or full-time work experience in social work.

- V. This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of this position. It is not intended to limit or in any way to modify the right of any supervisor to assign, direct and control the work of employees under his/her supervision. The use of a particular expression of illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty.