



Executive Office

4500 Inkster Road, Inkster, Michigan 48141-3068 ~(313) 561-2892

Fax: (313) 561-2893

Internal / External Job Posting

DATE:	04/29/2020
JOB TITLE:	Resident Services Specialist
REPORTS TO:	Executive Director
CURRENT WORK SCHEDULE:	M-F, 8:30a – 5:00p; weekends & evenings as necessary
FLSA:	Non-Exempt; hourly PAY RATE: \$15.38/hr

GENERAL DESCRIPTION:

Under the direction of the Executive Director, the incumbent of this position is responsible for identifying residents/participants within the Inkster Housing Commission Public Housing Program as well as our Housing Choice Voucher Program in need of supportive and community services. The Resident Services Specialist coordinates, provides access to and monitors the appropriate delivery of such service, targeting eligible individuals for participation in family self-sufficiency programs providing information and referral assistance to families, elderly, and disabled residents; maintaining good working relationships with local community and social service organizations; assists residents with becoming self-sufficient and economically independent by determining the community's needs and providing useful resources and services. Facilitates services through our HUD EnVision Center.

MINIMUM QUALIFICATIONS REQUIRED

Education and Experience

- Associate degree human services, social work, or related field and a minimum of three (3) years of experience in public housing or social services case management. An equivalent combination of education and experience may be considered.
- Must be able to work independently
- Must demonstrate sound reasoning and critical thinking by making decisions in line with established IHC expectations.
- Performs work in a reliable manner that is both accurate and timely.
- Procurement and Contract Management Certification is a plus.
- Must obtain and maintain Family Self-Sufficiency certification with twelve (12) months of employment
- Extensive knowledge of federal, state, and local laws, rules, and regulations pertaining to low income housing including knowledge of Housing Authority programs.
- Must be able to safeguard and maintain confidentiality as it relates to Personal Identifiable Information (PII) and Sensitive Personal Identifiable Information (SPII) and as applicable, HIPPA.
- Valid driver's license in good standing; Eligible for coverage under the Inkster Housing Commission fleet auto insurance.

Knowledge, Skills and Abilities

Refer to job description for listing of knowledge, skills and abilities.

Other Requirements (refer to job description for complete listing of Other Requirements)

Although marijuana has been legalized under Michigan law, it is a Schedule I controlled substance and is illegal under federal law. As a federally funded agency IHC's employees are NOT permitted to use or possess any form of marijuana for medical or recreational purposes. Any applicant for employment who tests positive for marijuana during a pre-employment drug screening shall be ineligible for employment with IHC. Any applicant for employment who advises IHC that s/he uses any form of marijuana will be ineligible for employment with IHC. IHC is unable to grant a request for a reasonable accommodation to use marijuana under any circumstance.

HOW TO APPLY: APPLICATION DEADLINE: Wednesday, May 6, 2020

Either apply on www.indeed or submit letter of interest with "RESIDENT SERVICES SPECIALIST" in subject line and resume prior to deadline to:

Name: Catherine Broadbent, Executive Assistant/HR Generalist at broadbentc@inksterhousing.org
Address: IHC Administration Building, 4500 Inkster Rd. – Inkster, MI 48141



Inkster (MI) Housing Commission Job Description

Title: **RESIDENT SERVICES SPECIALIST**

Classification: Regular Full-Time

FLSA: Non-exempt (Hourly)

General Description: Under the direction of the Executive Director, the incumbent of this position is responsible for identifying residents/participants within the Inkster Housing Commission Public Housing Program as well as our Housing Choice Voucher Program in need of supportive and community services. The Resident Services Specialist coordinates, provides access to and monitors the appropriate delivery of such service, targeting eligible individuals for participation in family self-sufficiency programs providing information and referral assistance to families, elderly, and disabled residents; maintaining good working relationships with local community and social service organizations; assists residents with becoming self-sufficient and economically independent by determining the community's needs and providing useful resources and services. Facilitates services through our HUD EnVision Center.

Reports to: Executive Director

Supervises: This is a non-supervisory position

Essential Functions:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provides counseling to residents regarding need based issues.
- Develops case plans with residents individually, as a family, or in other small groups, and aids residents in mobilizing their inner capabilities and external resources to improve social functioning.
- Refers residents to appropriate supportive services, community agencies, and resources; supports and encourages residents' efforts in becoming self-sufficient.
- Reviews service plan and performs follow-up to determine quantity and quality of service provided to resident and status of resident's case.

- Assists in the planning of and participates in monthly meetings to provide residents with information regarding the program.
- Provides outreach to residents and schedules in-home meetings to ensure well-being and assists with resolving issues of concern.
- Provides onsite crisis response, as directed.
- Assists with coordination of onsite events for residents as appropriate, including workshops or trainings through the EnVision Center. Maintains the EnVision Center calendar.
- Maintains accurate documentation of all group and individual activities and events; produces summary reports in a timely manner for departmental monthly board reports.
- Networks and forms relationships with other housing professionals and service providers in order to keep abreast of services and assistance available to residents; ensures that others within the Inkster Housing Commission are made aware of services and assistance options available to residents.
- Partners with local community groups, community service organizations, and businesses to coordinate events and programs for the residents.
- Develops and maintains a Resource Directory for federal, state and/or local services for additional assistance.
- Assists residents in securing transportation to events, shopping for critical needs (e.g. groceries), and medical appointments when requested.
- Prepares grant applications for resources to fund ongoing and future resident initiative activities; monitors the expenditures of funds.
- Maintains licenses and certifications as required.
- Performs other duties as assigned.
- Coordinates the Inkster Housing Commission's efforts to help families achieve self-sufficiency through the Family Self-Sufficiency (FSS) program; establishes and maintains contact with public and private community agencies that provide services and support to the FSS program; assists resident families in connecting with agencies appropriate for their needs.
- Assists with the planning of and participates in individual or group orientations that provide residents with information regarding the FSS program.
- Performs onboarding duties for families as they join the FSS program, including but not limited to: preparing contracts; preparing and conducting an assessment on each participant to identify needs; and documenting findings and goals.
- Provides counseling and mediation services in resolving resident/owner problems within HUD guidelines.
- Monitors progress of FSS participants and take appropriate steps in support of participants.
- Assists FSS participants by calculating escrow and establishing an escrow savings account as earned income increases.

- Collects, analyzes, and reports data on the performance of the Authority's FSS program activities.
- Regular and reliable on-site attendance and punctuality.

Required Knowledge, Skills and Abilities:

- Knowledge of HUD, and other federal, state and local policies and regulations related to the operation of a public housing authority including, but not limited to social services.
- Understanding and working knowledge of the Inkster Housing Commission ACOP and Administrative Plan.
- Knowledge of the principles and practices of budgeting and budget administration
- Knowledge of report preparation techniques.
- Skilled in interviewing residents /participants, persistent in follow up on performance and in identifying problems and formulating solutions.
- Ability to identify data to analyze for inclusions in report submissions.
- Ability to manage work through planning, organizing, delegating and checking for completion of routine work and special projects in order to meet organizational goals and deadlines.
- Ability to make mathematical computations quickly and accurately; maintain clear and accurate records; ability to compose reports and presentations for superiors and other parties to communicate ideas clearly.
- Ability to coordinate the work of departmental staff and delegate responsibilities effectively.
- Proficient in knowledge of administrative procedures and equipment with strong computer skills, including Outlook, PowerPoint, Excel and Word and other IHC software packages.
- Excellent interpersonal skills communicating clearly, effectively, and concisely both orally and in writing.
- Ability to exercise judgment, tact and diplomacy; ability to develop and maintain effective working relationship with commissioners, associates, employees, consultants, vendors, representatives of other organizations, regulatory agencies and the general public.
- Strong work habits that include setting priorities and planning strategies; setting a positive example for residents as well as other IHC staff.

Qualifications, Knowledge and Skills:

- Associate degree human services, social work, or related field and a minimum of three (3) years of experience in public housing or social services case management. An equivalent combination of education and experience may be considered.

- Must be able to work independently
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Materials and Equipment Used:

Personal Computer, Printer, Copier/Scanner, Calculator, General Office Equipment and Supplies, Cell phone

Work Environment and Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations could be made to enable individuals with disabilities to perform the essential functions.

- Work is principally sedentary, but may involve some physical exertion, such as lifting to obtain files, records, and eye strain from working with computers and other office equipment.
- Work is done in an office setting as well as in the field.
- Work is performed in multiple IHC facilities and/or locations
- Must be able to simultaneously sit and/or stand for up to eight hours at a time while performing work duties.
- Must be able to travel to Inkster Housing Commission residential sites.
- Must be able to use fingers bilaterally and unilaterally to operate job-related equipment.
- Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress due to deadlines and/or interactions with IHC stakeholders.
- Must be able to work varying and changing shifts and/or schedules due to resident needs and programming.

Other Requirements:

Must acknowledge and agree to maintain a drug-free workplace as a condition of employment with Inkster Housing Commission.

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Applicant, current spouse or anyone living in applicant's household cannot be a Housing Choice Voucher (formerly known as Section 8) Landlord.

Any applicant who accepts employment with the Inkster Housing Commission and owes money to the Inkster Housing Commission, must resolve the debt prior to start date of employment.

Additional Information:

This is an at-will position, with no tenure vested. Continued employment is at the discretion of the hiring body of the Commission and based upon employee performance and compliance with IHC policies and procedure.

Inkster Housing Commission reserves the right to change or alter this job description based on regulation changes and/or the business needs of the Commission.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required in this position. It is not intended to limit or in any way 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 or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty.

Read and Acknowledged

Employee Signature

Date

Employee Name (printed)

Approval of Appointing Authority

Date