

RESIDENT PROGRAMS COORDINATOR I

DEFINITION

Under the supervision and direction of Supervisor and Department Head, coordinates routine activities and services for a variety of programs serving Housing Authority residents and clients with an emphasis on youth empowerment and educational programs and workshops. Ensures activities support program objectives and comply with Housing Authority policies and procedures and applicable regulations. Performs other related duties and responsibilities as required.

ESSENTIAL FUNCTION STATEMENTS – *Essential functions may include, but are not limited to the following:*

Essential Functions:

1. Inform residents of services and programs available through the Housing Authority and the community including but not limited to job training, summer camp, recreational and educational opportunities, counseling and parenting skills development. Coordinate anti-drug education and prevention programs for residents; promote positive alternatives to negative behavior.
2. Act as a liaison with other Departments to encourage resident participation in programs and ensure lease compliance. Work with residents to increase understanding of Housing Authority policies and resolve violations.
3. Recommend program goals to residents and assist them in achieving their objectives; establish schedules and methods for providing services to residents. Promote and coordinate specific activities within the HACSB Opportunity Centers and other programs.
4. Maintain records and reports concerning new or ongoing programs; maintain and file reports; prepare statistical reports as required.
5. Respond to inquires and resolve complaints concerning program events and activities.
6. Coordinate a variety of special community collaborative programs including outreach programs for youth.
7. Interact with co-workers, clients and Agency contacts in a professional, tactful and courteous manner, ensuring excellent customer service is delivered.
8. Monitor and inspect HACSB Opportunity Center facilities; oversee work-orders and cleaning contract; ensure buildings are secured and properly maintained.
9. Drive vans to safely transport program participants.

QUALIFICATIONS

Knowledge of:

- Community organizations and resources.
- Basic methods, techniques, procedures of mediation and interviewing.

Ability to:

- Establish and maintain effective working relationships.
- Deal objectively and effectively with residents having varied socioeconomic and educational backgrounds.
- Perform responsible work using sound judgment and personal initiative.

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- Perform routine duties where conclusions and problem solving are based on practical application of established procedures and policies.
 - Learn, interpret, explain and apply federal, state, and local laws, codes and safety regulations.
 - Communicate clearly both orally and in writing.
 - Establish and maintain positive and constructive rapport with residents, their children, staff of governmental agencies, community organizations, the police and the public.
- License Requirement:
- A valid Class C California Driver's License and good DMV record is required.

Experience and Training Guidelines

Any combination of experience, training or education that would likely provide the required knowledge and abilities is qualifying. Ability to speak Spanish is highly desirable. A typical way to obtain the knowledge and abilities would be one year program or event coordination or social services experience.

WORKING CONDITIONS

Environmental Conditions:

Office, residential and vehicle driving environments – which may involve varied hours including evenings, weekends, and/or holidays. May involve some outside gardening work.

Physical Conditions:

- Ability to maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:
 - Sitting for lengthy periods of time
 - Manual dexterity required for operating computers
 - Driving a van and transporting others
 - Occasional bending, stooping, crouching close to the ground and handling gardening tools
 - Occasional lifting/carrying of objects weighing up to 50 lbs
- Ability to maintain effective audio-visual discrimination and perception needed for:
 - Making observations
 - Communicating with others
 - Reading and writing
 - Operating assigned equipment and vehicles

CAREER LADDER/DEVELOPMENT INFORMATION

Experience gained by incumbents in this position may develop some of the knowledge, skills or ability necessary to qualify for the position of Resident Programs Coordinator II.

JOB COMPARABLE

Office Specialist II, City of Santa Barbara