



SENIOR RESIDENT PROGRAMS SPECIALIST

DEFINITION

Under general supervision, coordinates and develops activities and services for a variety of Housing Authority residents and clients, including youth, families, seniors and disabled individuals; develops, coordinates and participates in Housing Authority events, programs, and activities; ensures program objectives are achieved and comply with Housing Authority policies and procedures and applicable regulations; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the second working level in the Resident Programs Specialist classification series. Incumbents work under general supervision and exercise a high level of discretion and independent judgment in performing the full range of routine to complex specialized functions associated with the administration of a variety of social services programs for Housing Authority clients. Incumbents are often assigned duties which have a higher degree of programmatic complexity within resident services programs including the development and implementation of programs, activities, and services that address the needs of youth, families, seniors and disabled individuals being served by the Housing Authority. This class is distinguished from Resident Programs Analyst in that the latter has responsibility for a wide range of programs, operations, and procedures.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Coordinates linkages to community and social services programs and resources for Housing Authority clients, including low income families, youth, disabled and homeless persons, and seniors; assists clients and client families with preparing and submitting applications for various medical, social services, and other community benefits.
- Provides clients with an overview of various community services offered by the Authority and partner agencies; works closely with a range of service providers to expand resources and opportunities available to Housing Authority clients, creating direct linkages and formal agreements with other community-based programs and collaborative partners when possible.
- Develops and establishes strategic partnerships between the Housing Authority and public and community-based agencies to generate improved resources for clients.
- Develops, designs, and prepares a variety of marketing materials including newsletters, flyers, mailers, and e-mails designed to increase resident engagement.
- Plans, coordinates, and leads youth educational and extracurricular programs and services for Housing Authority residents in collaboration with other staff, including summer programs, activities, and events.
- Researches and prepares program activities for resident services programs; develops and maintains program records including attendance and progress evaluations.

- Makes recommendations to improve, expand, or develop new programs to better serve residents and promote positive outcomes, exercising independent judgement; prepares cost estimates and participation requirement parameters; identifies grant sources as appropriate.
- Works with clients and families facing critical needs; establish service plans and recommend best course of action to promote housing stability.
- Coordinates and leads a variety of Housing Authority special events; develops, organizes, publicizes, secures locations, participates in, and follows up on special events; supports resident services programs including advocacy programs, parent meetings, senior activities, food distribution programs, workshops, and school supply distribution programs.
- Collaborates with community groups to coordinate programs for Authority clients; serves on a variety of community boards and committees; assists with the preparation of interagency agreements; completes special projects, as assigned.
- Leads, schedules, assigns work, oversees, and trains interns and volunteers.
- Leads project teams and staff members in accomplishing project objectives, ensuring project priorities are addressed timely and in accordance with applicable policies, rules, and regulations.
- Maintains communication with co-workers and outside collaborators; actively participates in regular and as-needed staff meetings; provides program reports and updates; contributes to department planning functions; serves on ad-hoc committees regarding special programs and grant opportunities.
- Composes, proofreads, and processes a variety of documents including letters, e-mails, memoranda, general correspondence and grants; develops and maintains records and reports concerning new or ongoing programs.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of social services and program development and implementation.
- Community resources, organizations, and partnering agencies relevant to the area(s) of responsibility.
- Principles and practices of developing and implementing child development programs and activities.
- Programs, services, and functions of the Housing Authority.
- Basic interviewing and mediation techniques and principles.
- Techniques and practices of special event planning and coordination.
- Business letter writing and the standard format for reports and correspondence.
- Applicable federal, state, and local laws, codes, and ordinances relevant to the area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Research, plan, and deliver quality social services to residents, clients, and partner agencies.
- Engage objectively and effectively with residents from varied socioeconomic and educational backgrounds.
- Organize and coordinate special events for Housing Authority residents and other stakeholders.
- Develop programs to collaborate with community organizations for the benefit of Housing Authority residents.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Authority in meetings with individuals, governmental agencies, community groups, and various business, professional, and regulatory organizations.
- Learn and understand the organization and operation of the Authority and of outside agencies necessary to assume assigned responsibilities.
- Perform routine duties where conclusions and problem solving are based on practical application of established procedures and policies.
- Plan, organize, and coordinate the work of assigned project teams and volunteers.
- Compile and analyze data and prepare and present written and oral reports.
- Respond objectively to stressful and difficult circumstances that may arise in the workplace or during events.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Make sound decisions and use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work successfully resolving conflicts

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an associates degree with major coursework in education, social services, sociology, or a related field and three (3) years of experience performing social services program coordination equivalent to Resident Programs Specialist with the Housing Authority of the City of Santa Barbara with some experience leading and developing programs.

Licenses and Certifications:

- Possession of, and ability to obtain, an appropriate, valid California driver's license upon appointment and DMV driver record that meets the Housing Authority's insurability requirements.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

