

## POSITION DESCRIPTION

**Title: Community and Support Services Coordinator**  
**Reports To: Director of Resident & Community Services**  
**Office/Department/Division: Resident & Community Services**  
**FLSA Status: Exempt**

### Summary

Responsible for overall implementation of ARHA's Community and Support Services programs. Performs a variety of diverse managerial, supervisory, and administrative duties to ensure the effective and efficient implementation of community and supportive services programs. Develops and revises policies, procedures, and plans to ensure and maintain program compliance with HUD's changing regulations and guidelines; and makes administrative and management decisions concerning overall operations of applicable plans. The duties listed below are illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

### Duties and Responsibilities

Develops tools to assist public housing resident groups and/or organizations with the delivery of services to their respective communities.

Provides technical assistance in the coordination and delivery of community support services that lead to empowerment for residents.

Develops programs, policies and collaborations to measurably support residents' increased economic opportunities, with a focus on asset building, employment, advancement, adult education and training, and business development.

Identifies, defines, and acquires/develops funding sources in both the private and public sectors to support existing and planned program activities. Searches and prepares proposals and applications for funding/grants for resident services programs.

Monitors contract and grant compliance. Collects and analyzes reporting data on the performance/effectiveness of program activities and social service agency responsiveness that are funded by third-party public and private sources for tracking, effectiveness, and quality control purposes. Participates in contract and grants modification, amendments, etc., as appropriate.

Establishes and fosters effective partnerships with community-based organizations, government agencies, philanthropies, community colleges, schools, employers and other key stakeholders.

Visits sites regularly to evaluate, provide technical assistance, and ensure smooth functioning of community and supportive services programs.

Designs, prepares, and monitors standard operating procedures, work plans and schedules for a variety of staff to ensure that appropriate resources are focused on effective and efficient service delivery.

Interacts with businesses, public officials, and public agencies to successfully maintain positive Authority image and working relationships.

Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

Performs other related duties as assigned.

### **Qualifications and Knowledge**

A Bachelor's degree with Master's degree preferred in Business, Public Administration, Sociology, Psychology, Social Work or a closely related field from an accredited college or university and five (5) or more years of experience in property management or low-income housing with increasing responsibility in a senior supervisory capacity.

Thorough knowledge of the modern principles, practices, and techniques of public housing management.

Thorough knowledge of the relationship of PHA's to other federal, state, and local jurisdictions and their abilities to provide funds or other support to the Authority.

Thorough knowledge of Authority operating policies and procedures, pertinent HUD regulations, and federal, state, and local laws and regulations pertaining to public housing authorities.

Skill in presenting information in a clear, organized, and convincing manner.

Must be able to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.

Ability to accurately and completely document in writing appropriate events and activities.

Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.

Ability to read and comprehend complex material.

Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements.

Ability to identify operational problems and develop effective solutions.

Ability to prepare clear and concise narrative and statistical reports, and deal effectively with situations requiring tact and diplomacy.

Ability to operate appropriate Authority computer equipment and software packages.

Valid driver's license and good driving record.

**Supervision Given and Received**

The Community and Support Services Coordinator receives instructions from the Director of Resident & Community Services or his/her designee, regarding Authority goals, priorities, and special assignments. The employee routinely works under the direction of the Director of Resident & Community Services, but is free to develop methods, deadlines, and/or objectives. Normally the Community and Support Services Manager makes independent decisions pertaining to situations not covered by specific guidelines, but the Director of Resident & Community Services should be consulted about serious or unusual circumstances. The work of the employee is reviewed for progress and achievement of goals, as appropriate, to ensure compliance with procedures.

The employee provides guidance to subordinates in developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

**Guidelines**

Guidelines followed by the Community and Support Services Coordinator include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the issues and the entities involved, and independent research is necessary depending on the activity and/or project requirements.

**Complexity**

The Community and Supportive Services Coordinator must identify the work that needs to be done, determine how to accomplish it, and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, conflicting and competing demands, or other non-routine occurrences.

Decisions and issues facing the employee involve multiple organizational units. Difficulty may be experienced in convincing staff, peers, and other individuals to concur with decisions made regarding fair and equal treatment of residents, day-to-day priorities, operational objectives, and goals.

**Scope and Effect**

The Community and Support Services Coordinator's work affects other Authority departments, the Authority's public housing programs, its residents, and can determine to a great extent the quantity and quality of resident services the Authority is able to provide for low-income families. Successful accomplishment of work responsibilities by the employee ensures the Authority is operationally efficient and consistently rated as a standard or high performer by HUD and enhances the Authority's ability to provide housing that is decent, safe, and sanitary, with adequate services for its residents.

**Personal Contacts**

The Community and Support Services Coordinator has contact with a broad range of individuals including: co-workers, applicants, residents, business firms, contractors, and consultants.

Personal contacts serve multiple purposes including: giving or gaining information, planning, coordinating, advising, motivating, influencing, directing persons or groups, justifying, defending, negotiating, and resolving significant, controversial and/or sensitive issues.

At times, persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

### **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office-related duties.

Must be able to use fingers bilaterally and unilaterally, to operate office equipment.

Must be able to perform essential job functions, in an environment that will sometimes include increased levels of work-related stress.

Must have vision and hearing corrected to be able to perform essential job functions.

Must maintain punctuality and attendance as scheduled.

### **Work Environment**

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

### **Application Instructions**

To apply for this position, email your resume to: [humanresources@arha.us](mailto:humanresources@arha.us)

**Put this job/position title in the subject line.**