

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Director of Resident Services
Reports to: Executive Director
Department: Resident Services
Date: October 2023
FLSA Status: Exempt
Minimum: \$95,200 Annually

To apply: Apply for **Director of Resident Services** using the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=306a45fc-3c35-4dad-b801-9a3d44340507&ccld=19000101_000001&lang=en_US&jobId=9200627759276_1&source=EN

General Purpose:

The primary purpose of this position is to support the Executive Director and the mission of the Akron Metropolitan Housing Authority (“AMHA” or “Agency”) serving in an executive level capacity by overseeing the planning and operations of Resident Services and non-profit instrumentality Building for Tomorrow. The incumbent develops and implements resident support programs that meet the needs of residents. This position is responsible for identifying and obtaining private and public funding from grant programs and donations to support resident services. The position oversees the daily operation of the programs and represents AMHA in the community. The incumbent also supervises reasonable accommodation (RA) review process for the Agency.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Oversees the activities of the Resident Services Department and Building for Tomorrow. Analyzes and evaluates the effectiveness of related programs. Ensures areas of responsibility meet or exceed established goals and objectives through the coordinated efforts of department personnel. Ensures that work is prioritized and appropriately assigned. Sets clear expectations and goals, provides timely feedback, and coaches staff on a timely basis.
- Provides appropriate training and development for staff members, and ensures that staff has appropriate tools and resources to achieve their objectives. Ensures that positions are filled with individuals who meet the skills, abilities, experience levels and competencies required by the position. Ensures that employees are trained in and follow appropriate safe work practices at all times.
- Oversees the development and implementation of resident services objectives related to the AMHA strategic plan and ensuring that programs are efficiently managed, support the objectives of the department and provide services that meet the needs of residents.
- Creates and maintains collaborative relationships with appropriate internal staff, community agencies, , community leaders and businesses with the objective of identifying programs and services that will be generally beneficial to AMHA residents or HCVP clients, or that will address a specific resident needs.
- Ensures that all such programs and services support the objectives of the Resident Services Department, Building for Tomorrow and the Agency. Assists Resident Services staff with the development of relevant referral systems and services, in accordance with Agency goals. Reviews program proposals and recommends programs to the Executive Director.
- Serves as Agency liaison to the community, and represents AMHA in a professional manner at all times.
- Develops, implements and monitors programs that meet U.S. Department of Housing and Urban Development (“HUD”) requirements and initiatives, such as Family Self-Sufficiency (“FSS”), Service Coordination, Permanent Supportive Housing services, homeownership, resident councils, etc. and

monitors associated grants.

- Prepares timely reports, ensures compliance, and oversees billing, contracts and correspondence. Maintains current knowledge on program requirements and contract terms. Develops effective evaluation and monitoring processes to ensure effectiveness of programs.
- Oversees requests and assures timely disposition for reasonable accommodations submitted under Federal, State or Local laws statutes or regulations. Thoroughly understands the regulations, and maintains current knowledge on reasonable accommodations and confers with legal as appropriate. Leads team in the development and implementation of strategic initiatives relating to funding and grants. Solicits and applies for external funding and grants that support the objectives of the Agency and meet external funding goals. Maintains positive relationships with various funding sources. Assesses the needs of AMHA staff and residents and develops appropriate long-term funding plans. Prepares and/or oversees the timely and accurate preparation and submission of grant applications.

Miscellaneous

- Devotes appropriate attention to AMHA Action Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Maintains a record of acceptable attendance and punctuality.
- Takes a leadership role in all activities as may be assigned by the Executive Director.
- Performs all other duties as may be assigned by the Executive Director.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Behavioral Standards: This position requires incumbents to exhibit the following behavioral skills:

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Demonstrates customer friendly service and commitment to both internal and external customers (residents, general public, vendors, visitors and AMHA employees). Promptly provides professional and courteous service as required.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies:

Knowledge in the fields of education, counseling, social work, and mental health; extensive understanding of Agency strategic goals and structure; ability to analyze departmental needs and design and implement improvements to support Agency strategic goals; skills in public speaking and presentation; familiarity with Authority employment policies and union agreements; extensive knowledge of HUD regulations; extensive

knowledge of and ability to establish rapport and relationships with county agencies, community leaders and businesses; extensive knowledge of ADA regulations.

Education, Experience and Certifications:

Bachelor's degree (Master's preferred) in a related field and a minimum of five (5) years experience with community program development, grant writing and administration, and program management. Prefer background in fields such as education, counseling, social work, and mental health. Must have valid Ohio driver's license and be insurable under AMHA policies.

Computer Skills:

To perform this job successfully, an individual should have knowledge of extracting data out of databases, e-mail, internet, spreadsheet and word processing software. Must be able to learn other computer software programs as required by assigned tasks.

Physical Requirements. 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:

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 pounds.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment. Employee may occasionally be exposed to outdoor weather conditions. Moderate noise level.

AMHA offers a culture committed to diversity, equity and inclusion; comprehensive compensation and benefits program including, but not limited to: Competitive salary; Participation in the Ohio Public Employees Retirement System; Excellent medical, free dental and vision plans with minimal out of pocket cost; Basic Life insurance; Fourteen paid holidays; Paid vacation, personal and sick plans.