

CLASS SPECIFICATION
Assistant Resident Services Manager
Code Number: _____

GENERAL PURPOSE

Under general direction, manages, supervises and participates in the work of the Resident Services unit, engaged in the design, development, implementation, monitoring and evaluation of a wide range of programs and services to promote and enhance client economic self-sufficiency and quality of life; provides expert professional assistance and guidance to Commission management and staff on self-sufficiency and supportive service program design/delivery models and the development of community collaborations for their implementation; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Assistant Resident Services Manager is responsible for overall design, development, implementation, integration, monitoring and evaluation of outcomes of a wide range of educational, social service, employment support and other services to assist the Commission's rental assistance and public housing clients in achieving economic self-sufficiency and/or in enhancing the healthiness of their neighborhoods and quality of their personal lives. The incumbent has overall responsibility for formulating innovative designs and collaborations to meet the Commission's mission, goals and priorities for achieving public policy objectives in this area, consistent with the availability of resources and its Core Values regarding customer/client service.

Assistant Resident Services Manager is distinguished from Supervising Resident Initiatives Coordinator by the incumbent's management responsibility for all the Commission's resident services programs and assigned staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Plans, organizes, controls, integrates and evaluates the work of assigned Resident Services unit staff; with staff, develops, implements and monitors work plans to achieve section or unit goals and objectives; contributes to the development of and monitors performance against the annual section budget(s); supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides

coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Commission personnel policies and Memoranda of Understanding.

Provides day-to-day leadership and works with supervisors and staff to ensure a high performance, customer service-oriented work environment which supports achieving the section's and the Commission's mission, objectives and Core Values.

Manages, supervises and coordinates design, development, coordination, monitoring and evaluation of self-sufficiency, upward mobility, educational, diversionary and/or preventative programs funded through a variety of sources; supervises design and development of collaborative approaches to program and service delivery with other public, private and social service organizations; supervises and participates in the formulation of sound, outcomes-based program performance criteria; monitors and evaluates programs and services for their effectiveness in achieving planned program/client outcomes; monitors and controls program/contract expenditures to ensure compliance with terms and conditions of all funding source contracts; leads and coaches others in problem solving and resolution of difficult, complex and/or sensitive design, implementation and/or partnership problems.

Directs and manages design, development and operation of multiple Learning Opportunity Centers; evaluates effectiveness of center program designs based on sound evaluation criteria and funding source contract requirements.

Supervises and participates in the analysis of requests for funding proposals for new or continuing programs; leads and participates in conceptual design of new program and service delivery models; supervises and develops detailed program design and service delivery processes to be proposed; develops or guides and coaches others in the formation of grant collaborations with other governmental and community agencies vital to program success; supervises supportive data analysis, writing and production of grant application documents; reviews reports to the Commission requesting application approval.

Leads and guides others participating in the formation of special, multi-agency, multi-disciplinary, local and national collaborations to partner in developing complex, large scale and/or innovative targeted self-sufficiency programs for which there are limited models or precedents; facilitates development of consensus regarding shared vision for program missions and objectives; facilitates the resolution of program scope, targeted client group, funding, operational and/or administrative issues; negotiates agreements among collaboration partners on service delivery designs, delivery relationships, resources, administrative/contractual arrangements and associated issues; maintains relationships and interacts regularly with service delivery partners, other interested and involved organizations, community representatives, clients and others to identify and resolve barriers to program success.

Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations and court decisions for their impact on Commission practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of resident services program needs, recommends appropriate organizational responses and implements programs.

OTHER DUTIES

Supervises and directs the maintenance of statistical and informational records and files; reviews funding source reports to ensure completeness, accuracy and timeliness; prepares regular and periodic activity, work status, statistical and productivity reports.

Speaks at professional conferences and before public forums and committees for policy and program design issues and other professional purposes.

Represents the Commission and/or section on internal and community committees and task forces as assigned; performs special assignments and projects as required.

May act for the Resident Services and Property Management Manager in that individual's absence.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Theory, principles and practices in the design, implementation and evaluation of adult education and motivation and individual/family supportive services programs; principles and practices of service delivery design and program evaluation; practices and techniques in building community collaboratives; theory, principles and practices of social service and educational counseling, case management and crisis intervention; ethical and legal obligations regarding confidentiality, child and adult protective issues; local, state and federal law and regulation applicable to the design and delivery of self-sufficiency and supportive services programs; the community, its resources and dynamics applicable to the delivery of Commission programs in assigned areas of responsibility; administrative research and analysis methods and techniques; dispute resolution and mediation methods and techniques; principles and practices of sound business communication; grant writing methods, practices and techniques; principles and practices of public administration, including budgeting, purchasing and contracting and the maintenance of public records; principles and practices of effective management and supervision.

Ability to:

Provide effective management, supervision and leadership to supervisors and staff engaged in design and development of innovative client self-sufficiency program strategies and delivery alternatives; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the design, development, funding and administration of client self-sufficiency and supportive service programs; define issues, collect data, evaluate alternatives and develop sound conclusions and recommendations; organize work, set priorities and exercise sound independent judgment, consistent with Commission and section mission and applicable policies and guidelines; forge, nurture and maintain first-time, innovative and multi-disciplinary partnerships with governmental, educational and community organizations to design and deliver programs; represent the Commission effectively in making presentations and conducting

meetings with clients and community/public organizations; communicate effectively, orally and in writing; prepare clear, concise and comprehensive reports, studies and other written materials; exercise tact, diplomacy and seasoned political acumen in dealing with a highly diverse partnership and customer group; establish and maintain highly effective and courteous working relationships with managers, clients, representatives of other public, private and social service organizations, volunteers, contractors, employees, the public and others encountered in the course of work, some of whom may be upset, dissatisfied and/or abusive.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from a four year college or university with major course work in social work, planning or a closely related field; and five years of progressively responsible experience in designing, developing and implementing client self-sufficiency, upward mobility, educational, diversionary and/or preventative programs, at least at the level of Senior Resident Initiatives Coordinator; or an equivalent combination of training and experience. Experience at a supervisory level is highly desirable.

Licenses; Certificates; Special Requirements:

A valid California driver's license.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is regularly required to sit; stand and walk; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is occasionally required to lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read, interpret and analyze data and information; use math and mathematical reasoning; analyze and solve problems; observe people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with frequent interruptions; work under deadlines and with changing priorities and interact with managers,

clients, representatives of other public, private and social service organizations, volunteers, contractors, employees, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.