

CLASS SPECIFICATION

Senior Resident Initiatives Coordinator

Code Number: _____

GENERAL PURPOSE

Under general supervision, independently performs a broad range of difficult and responsible professional duties in the design, development, implementation, monitoring and evaluation of programs and services to promote and enhance client economic self-sufficiency and quality of life; performs counseling and case management services for assigned client groups; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Senior Resident Initiatives Coordinator is responsible for design, development, implementation, monitoring and evaluation of outcomes of educational, social service, employment support and other programs and services intended 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. Incumbents are assigned responsibility for programs or key programmatic or functional areas and are expected to provide leadership, organizational skills and oversight to ensure planned program and client outcomes are achieved.

Senior Resident Initiatives Coordinator is distinguished from Resident Initiatives Coordinator by the incumbents' responsibility for participating in the conceptualization of a range of new programs and services. They are accountable for detailed design and formation of collaborations with other public and private agencies to secure implementation.

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.

Participates in the conceptual design and performs detailed program design, development, coordination, monitoring and evaluation of assigned self-sufficiency, upward mobility, educational, diversionary and/or preventative programs for the Commission's rental assistance and public housing clients; meets with representatives of other public, private and social service organizations to design and develop collaborative approaches to program and service delivery; develops and negotiates agreements and contracts with public and private agencies for specific functions or program phases, including basic and vocational education, instructors and job shadowing; monitors implementation and evaluates programs and services for adherence with contract terms and achievement of planned program/client outcomes; approves invoices for payment and monitors overall budget conformance;

prepares required reports to funding sources; maintains relationships and interacts regularly with service delivery partners, other interested and involved organizations, community representatives, clients and others to promptly identify and resolve problems that could undermine program effectiveness.

Serves as 'program manager' for an assigned Learning Opportunity Center; evaluates client needs and designs and develops curricula and program/service offerings; selects, monitors, coordinates and evaluates the services provided by contractors, vendors, student interns and other volunteers; monitors participation in center activities; identifies and resolves problems with service/program delivery or participant dynamics/behavior; trains, conducts capacity building activities and works with resident councils in designing and scheduling special programs and activities.

Performs counseling and case management functions for assigned client groups, including monolingual/bilingual Spanish-speaking clients; reviews and evaluates client personal and vocational skills and readiness and works with clients to develop multi-year individual development plans; monitors action plans and meets periodically with clients to assess progress and identify support needed, including transportation and child care, to aid clients in pursuing interim targets as planned; conducts outreach on behalf of clients and coordinates the delivery of support services to clients through community resources; identifies community resources for monolingual clients with expertise in addressing their unique development needs in a culturally sensitive manner; arranges for special assessments to assist clients in addressing serious personal, financial, employment and/or family issues; performs crisis intervention, management and referral services; maintains and documents client case files.

Analyzes requests for funding proposals for new or continuing programs; participates in conceptual design and performs detailed program design and development for presentation in grant proposals to be submitted by the Commission; develops or assists with the formation of grant collaborations with other governmental and community agencies vital to program success; coordinates obtaining commitments of in-kind and matching funds; coordinates gathering of data and preparation of supporting documents; writes or coordinates and participates in writing proposals and producing grant application documents; drafts reports to the Commission requesting application approval.

Designs and develops specialized training and skills development programs, including pre-apprenticeship and training for non-traditional occupations, in collaboration with other public, private and/or community agencies; determines program scope with program delivery partners; drafts course content and develops curricula; develops marketing plans to attract client participants; monitors implementation and evaluates program results; convenes, maintains and supervises program advisory boards.

Facilitates positive relationships between clients/residents and Commission staff, schools, businesses, community organizations, other public agencies and the public through community outreach and community building activities.

OTHER DUTIES

Establishes and maintains collaborative relationships with other housing agencies and program sponsors to establish community outreach strategies and monitor program results; interacts with and builds positive working relationships with landlords and clients participating in community development and outreach programs.

Maintains statistical and informational records and files; drafts required funding source reports in accordance with contractual requirements; prepares regular and periodic activity, work status, statistical and productivity reports.

Writes and edits newsletters, outreach and marketing materials, community newspapers, reports, abstracts and other materials.

Identifies needs and possible sources and conducts outreach activities to secure health, welfare, educational and other supportive services for Learning Opportunity Center participants and other clients.

Assists clients in the development of resident micro businesses; advises and provides referrals for business planning assistance; monitors for Section 3 business compliance.

Provides job placement and job development assistance.

Speaks at professional conferences and before public forums and committees for community outreach, program marketing and other professional purposes.

Participates in the procurement of computer hardware and software for Learning Opportunity Centers.

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

May supervise or provide lead work direction and guidance to a small group of professional or support staff.

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; 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; demographics and social service, educational and other supportive needs of populations served by Commission resident development services programs; the community, its resources and dynamics applicable to the delivery of Commission programs in assigned areas of responsibility; local, state and federal law and regulation applicable to the design and delivery of self-sufficiency and supportive services programs; 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.

Ability to:

Operate a computer with standard business software; 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 in assigned areas of responsibility; 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; handle client interactions with courtesy, tact and sensitivity to the issues involved; deal effectively with a highly diverse client and customer group, culturally and ethnically; 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.

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 four years of progressively responsible experience in developing and implementing client self-sufficiency, upward mobility, educational, diversionary and/or

preventative programs, at least at the level of Resident Initiatives Coordinator; or an equivalent combination of training and experience.

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, employees are 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. Employees are 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, employees are 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.