

CLASS SPECIFICATION
Resident Initiatives Coordinator
Code Number: _____

GENERAL PURPOSE

Under general supervision, performs responsible professional duties and assist in the implementation and monitoring of programs and services to promote and enhance client economic self-sufficiency and quality of life; conducts outreach activities to promote program participation and community building; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Resident Initiatives Coordinator is responsible for assisting in the implementation and monitoring of outcomes for 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 programs or elements of programs and are expected to nurture and maintain collaborations with social service and private sector organizations to ensure successful outcomes to meet program goals and objectives.

Resident Initiatives Coordinator is distinguished from Senior Resident Initiatives Coordinator in that Senior Resident Initiatives Coordinators participate in the conceptualization of a range of new programs and services and are accountable for their 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.

Develops approaches, plans and carries out client and community outreach activities to promote participation in Commission resident programs and services; researches data and selects geographical areas and client groups to target for promotional purposes; identifies community organizations with whom to partner; drafts letters, flyers and other marketing materials to provide information and promote participation; designs and conducts briefings and orientation sessions for potential program participants.

Plans, coordinates and implements program support services as required in connection with resident development service programs; plans and coordinates implementation of services and activities with

involved community and social service agencies; conducts outreach and promotes participation of groups and individuals in activities; reviews and monitors expenditures against program budgets.

Directs and coordinates the activities of volunteers, student interns and contractors at a Learning Opportunity Center; participates in developing and coordinates the implementation of volunteer/mentorship relationships with clients.

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

Provides information and referral services for assigned client groups; maintains on-site "office hours" to build awareness of services and rapport with clients; makes home visits and assesses client status; coordinates the delivery of support services to clients through community resources; schedules and arranges or works with resident councils to arrange special programs and activities around health/wellness and other topics of client interest; calls in special assessment teams to address serious client health and/or competency issues; maintains and documents client case files.

OTHER DUTIES

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.

Participates in the writing and editing of client/program newsletters.

Assists in the preparation of grant applications for programs and services.

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

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Demographics and social service, educational and other supportive needs of populations served by Commission resident development services programs; community services and resources applicable to the delivery of Commission programs in assigned areas of responsibility; theory, principles and practices for the design, implementation and evaluation of adult education and motivation and individual/family supportive services programs similar to those delivered by the Commission; local, state and federal law and regulation applicable to areas of assigned responsibility; practices and techniques in building community collaboratives; principles and practices of social service and educational counseling and case management; administrative research and analysis methods and techniques; basic dispute resolution and mediation methods

and techniques; principles and practices of sound business communication; standard office practices and procedures.

Ability to:

Operate a computer; understand, interpret, explain and apply detailed and complex regulations, policies and procedures governing the administration of client economic self-sufficiency and supportive services 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 judgment with areas of responsibility, consistent with applicable rules, policies and procedures; 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 two years of progressively responsible experience in implementing client service and/or community outreach programs similar to those conducted by the Commission; 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.