



RED CLIFF CHIPPEWA HOUSING AUTHORITY

37645 NEW HOUSING ROAD BAYFIELD, WI 54814
(715) 779-3744 (715) 779-5044 FAX

JOB DESCRIPTION

Position: Resident Specialist – Supportive Housing
Salary: \$15-\$22/hr. – DOQ/DOE; plus benefits
Schedule: Varies – days, evenings, weekend
Location: New Hope Supportive Housing Facility
Dept.: Housing Services

Status: non-exempt
Hours: Full-time; 40 hrs. per week
Supervisor(s): Housing Manager;
RCHA Executive Director

SUMMARY

Acts as Resident Manager for the New Hope Housing Community. Assists Housing Manager with duties associated with housing programs including (but not limited to) the Low Income Housing Tax Credit (LIHTC), NAHASDA. Supports, interacts and communicates with a resident population who may have special needs including mental or physical disabilities, substance abuse and/or other issues. Maintains the property as a safe, secure, welcome environment, by ensuring policies are adhered to. Is a valuable and integral part of the coordinated services team.

DUTIES & RESPONSIBILITIES

Tenant/Resident Management – Housing Services

- Provide housing orientation to new residents of facility/units.
- Prepare necessary forms/documents and obtain signatures to finalize agreements, update & maintain files, transfers, re-certifications, etc. between tenants and the Housing Authority.
- Develop a monthly schedule of resident social, recreational and educational events. Create and post a community calendar for residents. Provide occasional transport to residents.
- Enforce house rules. Issue written lease violations; provide copies to the Housing Manager.
- Arrange, schedule and conduct a monthly tenant ‘house’ resident meetings. Follow-thru/follow-up on issues raised and take necessary steps to address/resolve resident issues. Maintain house meeting minutes. Collaborate with RCHA staff as necessary.
- Coordinate work order processing and ‘make ready’/turn units with maintenance and the Housing Manager.
- Participate collaboratively with Housing maintenance and tenants on unit inspections. Inform tenants of program requirements including Housing Quality Standards (HQS) and Uniform Physical Condition Standards (UPCS). Process rent abatement as requested by inspection.
- Answer and respond to resident concerns and questions regarding lease compliance, safety, disturbances on site, noise or unauthorized guests or other issues impacting residents or the community.

- Assist with tenant re-certifications. Maintain tenant contact by phone, mail and in person. Assure that tenants are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents.
- Arrange for and conduct group/individual briefings/counseling that explain the rules and regulations to applicants, tenants regarding various Housing Authority programs and housing options. Assist applicants/tenants needing help in finding a satisfactory unit and with other housing related problems. Provide information about community resources. Refer tenants to other agencies as necessary.
- Attend any court appearance necessary and provide professional testimony, even after position has been terminated.
- Maintain all resident interactions and relationships on a professional level. Abide by strict confidentiality guidelines.
 - Assist RCHA Housing Services (Occupancy/Resident Management) as assigned.

Support Service Coordination

- Provide support service and case management coordination to assist tenants in retaining housing and maximizing their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources, as follows:
 - Compile accurate and appropriate information on resident behavior. Ensure Services Coordinator, CCS, Case Manager(s) and other appropriate staff are kept informed of resident behavior. Meet with CCS and other relevant service provider staff no less than once a month; and case manager(s) no less than bi-weekly.
 - Coordinate offering the following general support services on or off-site: rehab, vocational; general health and dental; income support; substance abuse and mental health services; consumer family involvement; money management.
 - Coordinate offering the following empowerment services for residents *on-site*: employment services; financial literacy; youth education; income tax preparation; education related to economic development; assistance with accessing benefits/entitlements and/or socio-economic support; pre & post homebuyer education/counseling. ***Must offer a minimum of three (3) recurring empowerment services per year.***
- Attend and participate in local monthly CST or other community-based collaborative supportive service type meetings.
- Provide referrals to other programs as necessary; to assist and support residents.

Safety/Security

- Work to ensure resident and community safety. Routinely patrol building interiors, exteriors and perimeters; maintain security logs and/or visitor check in/out logs as needed.
- Monitor camera security systems.
- Act as contact for law enforcement agents, obtaining case numbers of incidents occurring on site.
- Provide crisis intervention as needed. Take care of all emergencies that arise to persons in residence, such as fire, medical or any other situation that would constitute an emergency; including negative resident interactions. A list of phone numbers and procedures will be provided for emergencies.

Housekeeping/Maintenance

- Perform light housekeeping and maintenance duties for the interior and exterior of the building, building common areas, offices and restrooms as needed. Coordinate these activities through the RCHA Maintenance Supervisor.
- Establish, maintain, and update various logs and books related to the orderly custodial and building maintenance.

Administrative

- Oversee and operate the on-site office at the New Hope facility. Provide clerical and administrative support. Organize and maintain a variety of files, logs and records; enters a variety of data into computer systems. Maintain tenant files in accordance with regulations.
- Collect and receipt rent to tenants. Transmits collected funds to RCHA main office. Assists with other billing and collection activities; TARS management. Utilizes HDS software.
- Responsible for all tenant-related and compliance reporting; and for compiling a monthly report.
- Attend staff meetings as required. Attends resident manager and other professional development opportunities as required and as available.
- Adheres to confidentiality agreement with residents and other professionals.
- Other duties as assigned by supervisor.

The above represent the major essential and secondary duties of the position. They are not intended to be all-inclusive, but rather a general representation of the duties/responsibilities associate with this position. The Housing Authority reserves the right to change, reassign, or combine job duties at any time to respond to organizational needs and/or as deemed necessary.

SUPERVISORY AUTHORITY

This position supervises the security personnel assigned to this facility.

KNOWLEDGE, SKILLS & ABILITIES (KSA)

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.

Knowledge

- 1) Knowledge of housing programs – LIHTC, NAHASDA, rental assistance and other affordable housing programs.
- 2) Possess knowledge and understanding of unique issues related to supportive housing management.
- 3) Reasonable knowledge of community, social and economic resources to low-income, elderly, disabled, veteran and other high risk clientele; with a particular emphasis on resources as they apply to housing.
- 4) Knowledge of basic building elements such as breakers, shut off valves, use of fire extinguishers, etc.
- 5) Knowledge of crisis intervention techniques, protocol.

Skills

- 1) Ability to read and understand technical documents such as federal housing and LIHTC regulations; policies, agreements, etc.
- 2) Reasoning skills that demonstrate the ability to assess complex issues within the context on on-going Housing Authority requirements and apply correct policy/procedure to variable situations.
- 3) Strong inter-personal and professional communication skills; verbal and written. Ability to do public speaking/presentations and effectively present information and respond to questions from tenants, applicants, managers, partners, other stakeholders and the general public.
- 4) Math skills that demonstrate the ability to work with mathematical concepts and fundamentals.
- 5) Computer literate; ability to utilize and operate a computer and various software programs.
- 6) Demonstrated ability to do resource leveraging/community networking.
- 7) Strong organizational and time-management skills.

Abilities

- 1) Ability to learn and follow regulations, policies, procedures of the Housing Authority.
- 2) Ability to maintain a high degree of confidentiality – of tenants, organization, staff and Tribe.
- 3) Ability to work openly and harmoniously with tenants, staff, and external partners.
- 4) Ability to work with a variety of family circumstances in a respectful and professional manner.
- 5) Self-motivated; ability to work independently.

QUALIFICATIONS

In addition to the KSAs listed above, we are seeking a candidate who also the following qualifications:

- 1) Must have a minimum of an Associate's Degree in Business, Social Work or related field.
- 2) Housing related education and/or training.
- 3) Experience in property/resident management.
- 4) Experience in supportive housing management.
- 5) Experience in basic building maintenance and custodial/housekeeping.
- 6) Experience using Housing Data Systems (HDS) software.
- 7) Previous experience working with Native American/Ojibwe culture and/or diverse populations.
- 8) Must have a valid driver's license, vehicle and appropriate vehicle insurance coverage. Must be eligible to be put on Housing Authority's vehicle insurance policy and maintain driver's eligibility to maintain employment

PERSONAL CONTACTS: Daily contacts with residents of the New Hope housing community, RCHA staff. Recurring, occasional contact with service providers, partners, law enforcement.

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

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, , bend kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the maintenance and/or custodial elements of this job, employee may be exposed to wet or humid conditions; moving mechanical parts, high precarious places (ladders); outside weather conditions; fumes or airborne particles (associated with paint, varnish, floor strippers and other cleaning supplies. The noise level in the work environment is usually moderate. Building is smoke-free. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TRAVEL REQUIREMENTS: The ability to travel and attend meetings; overnight and out of town, both locally and nationally – infrequently.

NOTICES

Indian preference will be applied in the case of equally qualified applicants; but all qualified applicants will be considered.

The Red Cliff Tribal Council has a Drug Free Work Place Policy and the Red Cliff Housing Authority adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting employment.

All applicants for employment are subject to a Background Investigation and other requirements of Red Cliff Tribe’s RCCL Chapter 43. An employee is under continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment.

TO APPLY

Submit the following to the identified. Items **MUST** be submitted in your application package to be considered for this position.

SUBMIT:

Fully completed Red Cliff Housing Application
Background Investigation Disclosure/Release
Resume
Educational Transcripts/Training Certs
Cover Letter

SUBMIT TO:

Red Cliff Housing Authority
37645 New Housing Road
Bayfield, WI 54814
FAX: 715-779-5044
ATTN: Tanya Wachsmuth, HR

POSTING: August 25, 2017
DEADLINE: September 15, 2017

FOR FURTHER INFORMATION: Contact Tanya Wachsmuth at 715-779-3744, ext. 103 or via email at twachsmuth@redcliffhousing.org