



Position Description

Position Title:	Resident Services Manager	Department:	Innovation and Impact
Reports to:	Assistant Director of Innovation and Impact	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	October 11, 2024
Representation Status:	Unrepresented	Date Revised:	

Summary

The primary purpose of this position is to oversee, manage, organize, and monitor resident services programs and initiatives within the Innovation and Impact Department of the Santa Clara County Housing Authority. The Resident Services Manager is responsible for the development of programs related to resident and community services and for monitoring and evaluating performance and results of the programs. The incumbent will collaborate with other agency departments and engage with community stakeholders and people with lived experience in planning, process improvement, and evaluation of resident services and initiatives. Responsible for operations, and compliance when applicable, and provides complex and responsible support to the Assistant Director of Innovation and Impact.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Manages, plans, directs and coordinates resident services work plans, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for resident service functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Assistant Director of Innovation and Impact.
- Supports the Department with developing and implementing clear and consistent policies and processes; makes appropriate recommendations to improve efficiency and effectiveness that contribute to the Agency’s strategic goals; monitors program activities to ensure that all functions are compliant and conducted efficiently per federal, state, and local rules and regulations.
- Manages, administers, develops and revises various resident services programs in partnership with Community partners and community resources.
- Represents the Agency, networks and partners with non-profits that provide relevant services to low-income residents and collaborates to develop programming for SCCHA residents.
- Develops program and project scope in partnership with non-profits and other service delivery organizations, including program descriptions, and implementation plans; assesses feasibility of program and project implementation
- Manages and supports staff with program outreach needs for the Agency’s clients and

Position Description

stakeholders, including tenant and landlord resources fairs, workshops, and training to develop and maintain productive community relations.

- Participates in developing and implementing a comprehensive staff training plan and curriculum supporting the resident services activities of the Innovation and Impact Team.
- Works in partnership with Property Management Staff and Housing Programs staff to support residents in their goals.
- Ensures the collection and reporting of accurate data related to daily activities of the department; develops and implements data tracking and reporting systems; ensures assigned tasks are completed promptly and provides recommendations for improvement or correction of deficient program activities.
- Attends meetings, trainings, and workshops to maintain current knowledge of programs; promotes agency through participation in outreach programs.
- Responds to and resolves client, resident, and/or landlord questions, concerns, complaints, and issues; explains program requirements, operations, and procedures.
- Participates on various interdisciplinary committees and agencies and represents the Agency to various community, government, and regulatory agencies and stakeholder groups; conducts workshops, forums, and training sessions for staff as needed; provides professional and technical expertise to the community.
- Manages the response to facility and resident emergencies and crises; works with staff to address security issues, accidents, and incidents involving clients and/or the general public; works with other Agency staff to ensure safety rules and practices are followed to minimize risk, injury, or illness to employees or property damage; takes appropriate action as needed and maintains detailed and accurate documentation and reports.
- Participates in the development and administration of program and project budgets; develops and manages program budgets; identifies and recommends resolutions for budgetary problems.
- Reviews department-specific purchases and ensures compliance with Agency procurement policies and procedures.
- Serves as a liaison to employees, public, and private organizations, community groups, and other organizations; provides information and assistance to the public regarding assigned programs and services; receives and responds to complaints and questions relating to assigned area of responsibility; reviews problems and recommends corrective actions.
- Participates in the development and implementation of new or revised programs, systems, procedures, and methods of operation; compiles and analyzes data and makes recommendations.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Position Description

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

A bachelor's degree from an accredited four-year college or university in program administration, case management, social work, administrative, operations or a closely related field and four (4) years of progressively responsible experience in the administration of housing programs or other social service programs in a government or non-profit agency, including two (2) years of lead or supervisory experience.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

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/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including the administration of a broad range of community and resident services, program development, implementation, Federal and State programs, policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned position. Uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.



Position Description

Judgement & Decision Making: Exhibits sound reasoning and critical thinking skills by making decisions in line with established Agency expectations. Make decisions in compliance with the law and Agency policies and subordinate personal interests and views while representing the Agency acting in an official capacity.

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

Strategic Capability and Leadership: Serves as a role model to others by keeping the agency's mission, vision and values at the forefront of decision making and action; applies administrative and leadership principles and practices to work, including strategic goal setting and program and policy development, implementation, and evaluation; supports a culture of professional employee development through mentoring and coaching; provides direction by effectively supporting and/or setting course of action for department, direct reports, and team members.

Supervising and Managing Team Success: Operates effectively within the agency and monitors, supervises and manages, people, resources and risk. Has knowledge of and ability to apply principles and practices of workforce management and employee supervision in the analysis and evaluation of projects, programs, policies, procedures, and operational needs; monitors people and program performance by providing regular feedback and reinforcement to direct reports and team members.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Position Description

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]