



Position Description

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| Position Title: | Manager Self-Sufficiency Programs | Department: | Executive |
| Reports to: | Chief Executive Officer | Employment Status: | Full-Time |
| FLSA Status: | Exempt | Date Created: | March 2023 |

Summary

The primary purpose of this position is to develop, coordinate, and organize the Moving-to-Work Self-Sufficiency (SS) programs. The incumbent is responsible for managing the day-to-day operations of the Self-Sufficiency Specialists and Coordinators who are responsible for assisting residents and participants to become self-sufficient and economically independent by identifying community organizations and resources. Additionally, the incumbent is responsible for developing and maintaining positive working relationships with service providers and organizations.

All activities must support The Greenville Housing Authority’s (“TGHA” or “Authority”) 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.

- Develop, implement, coordinate, and monitor Self-Sufficiency initiatives as established for the MTW program.
- Oversee the daily operation of case management, planning, coordination, and delivery of services that support the MTW program.
- Identify challenges faced by MTW participants and residents to identify tools and resources to help them work towards self-sufficiency.
- Collaborate with partners and service providers to identify programs, resources, and events that will enhance participants and residents’ quality of life reducing and eliminating their ability to enter the workforce, including but not limited to: adult basic education, literacy, GED attainment, budgeting and finances, parenting, youth programs, health awareness, and homeownership; communicate with all parties (Authority staff, residents, and service providers) to provide updated program information and receive related feedback.
- Network with other community stakeholders and service providers in order to stay abreast of services and assistance available to participants and residents; ensure that Authority staff and participants and residents are made aware of available services and assistance options.
- Ensure the planning and participation of individual or group orientations that provide participants and residents with information regarding the MTW self-sufficiency program.
- Conduct onboarding duties for families as they join the MTW self-sufficiency program, including but not limited to preparing contracts; preparing and conducting an assessment on each participant to identify needs; and documenting findings and goals.
- Develop marketing materials for activities or programs and contact community agencies to increase all stakeholders, participants, and resident awareness of SS programs.
- Monitor progress of MTW self-sufficiency participants and residents and takes appropriate steps in support of participants.



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- Assist MTW self-sufficiency participants by calculating escrow and establishing an escrow savings account as earned income increases.
- Represent the agency in the community, serving on boards or committees and attending and supporting community functions; communicates TGHA's message to the community.
- Collect, analyze, and report data on the performance of the Authority's FSS program activities.
- Oversee the coordination of resident transportation to job, training, and healthcare related functions.
- Develop and maintain relationships with local landlords and promote the HCV program to potential new landlords.
- Maintain awareness of supportive services, new legislation, policy, development, and updates, relevant to the field of community and self-sufficiency programs.
- Provide monthly reports tracking the status of residents and participants activities and goals.
- Complete other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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

Effective Communication: Ensures valuable information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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.

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

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.



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Job Competencies

- Knowledge of HUD, federal, state, and local laws, and regulations, as well as TGHA policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Knowledge of the typical problems and needs of the TGHA resident population.
- Considerable knowledge of social work and resources available through community service agencies.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skill in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and TGHA program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in social services, public administration, or related field and a minimum of three (3) years of experience in public housing or social services case management, including administrative and supervisory experience. Must obtain Self-Sufficiency Certification within nine (9) months of hire. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.



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Physical Demands

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

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

Office environment. The noise level in the work environment is moderate. The position occasionally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]