



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875



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Homes for Good announces recruitment for a knowledgeable and dependable Resident Services Program Manager to join our team!

Resident Services Program Manager

POSTING #10.02.2019

\$4,686.09 - \$6,279.81

HOMES FOR GOOD HOUSING AGENCY IS AN EQUAL OPPORTUNITY EMPLOYER INDIVIDUALS FROM DIVERSE CULTURES ARE STRONGLY ENCOURAGED TO CONSIDER THIS CAREER OPPORTUNITY

Homes for Good is a high performing housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income residents with the logistics of affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on customer service, quality control, and compliance. Homes for good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a non-profit agency.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

GENERAL DESCRIPTION:

The Resident Services Manager is responsible for overseeing the agency resident services initiatives, programs and grants including the Resident Opportunity and Self-Sufficiency (ROSS) grant providing services directly to residents in our Public Housing portfolio, as well as the Family Self-Sufficiency Program, which provides services to participants in both Section 8 and Public Housing. The Resident Services Manager will work closely with the residents, partners, funders to assure Homes for Good is able to effectively collaborate to achieve positive outcomes for our participants. This position is supervised by the Community Services Director. The successful candidate will be joining a mission driven organization where exceptional customer service to the low-income citizens of Lane County is of highest priority. All members of the management team are expected to be innovative, entrepreneurial, self-motivated and have a work-life balance.

ESSENTIAL JOB FUNCTIONS:

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

- Works proactively to ensure the Resident Services department maintains excellence in operations and customer service and remains a desirable workplace for employees.
- Oversees daily operations of the Resident Services department, ensuring compliance with laws, rules, and regulations.
- Represent the Agency to the community and maintains good working relationships with community partners; sits on committees pertinent to division and Agency goals and mission, maintain up to



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date knowledge of regulatory requirements and best practices related to assigned areas of responsibility; conducts work tasks and assignments in a professional, timely and complete manner.

- Works to expand diversity in the workplace by creating and maintaining an inclusive work environment. Delivering trainings and other learning opportunities to create an appreciation for and an understanding of diversity amongst staff, including the provision of client services.
- Participates in the strategic planning process, promoting and modeling communication and collaboration with other Agency divisions, including serving as a member of the management team to formulate Agency policies and procedures.
- Monitoring issues as they arise within the Resident Services department, providing guidance to staff and communication to members of the leadership team as needed.
- Develops and monitors assigned budgets and program requirements.
- Selects, schedules, supervises, trains and supports professional growth of assigned staff.
- Provides regular performance feedback; conducts and ensures timely performance evaluations; guides employees through corrective action and mentoring as needed.
- Develops and implements grant-funded programs, grant applications and grant budgets.
- Coordinates and facilitates Agency advisory boards, including the Resident Advisory Board (RAB) and the FSS/RS Advisory Board, which act as an advisory group for services provision as well as to cultivate relationships with community providers.
- Maintains appropriate files and records including client files, data related to grant outcomes, and appropriate financial records.
- Provides information and assistance to the Resident Advisory Board (RAB), groups of residents and individual residents regarding Agency and community resources; serves as liaison between residents and service agencies when needed.
- Works closely with other staff, including Family Self Sufficiency Coordinators and clients, to provide mutual support and identify community resources.
- Works closely with Lane Workforce Partnership, Goodwill Industries, and other job support and training organizations to assist with addressing pre and post-employment needs.
- Prepares or oversees the preparation of written materials and other outreach instruments to address resident needs. Tracks data related to grant outcomes and prepares reports as needed.
- Collaborates in the development and implementation of interagency initiatives as assigned.
- Works with other staff to ensure maximum use of Agency's housing program software and systems.
- Employs a professional and courteous manner and works harmoniously with other staff, partners and the general public.
- Performs other related duties as required.

ABILITY TO:

- Analyze, evaluate, and reach sound conclusions regarding issues or problems; resolve and/or direct resolutions; ensure follow up on outcomes.
- Communicate effectively, both verbally and in writing, with employees, Agency partners, clients, and the general public; deliver public presentations/trainings; prepare clear and concise reports; gain cooperation through discussion and mediation.
- Identify and implement process improvements.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Learn, interpret, follow, and apply federal, state, local, and Agency laws, regulations, policies, and procedures related to Agency operations and assigned areas of responsibility.
- Support Agency goals and values.
- Perform assigned tasks correctly and timely.



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- Prepare and maintain accurate and complete reports.
- Create a culturally inclusive work environment.
- Coordinate and organize programs and activities for Agency residents.
- Provide or coordinate supportive services.
- Analyze and evaluate Resident Services programs in relation to local, state, and federal laws, regulations, and guidelines; and implement compliant programs.
- Supervise staff in a variety of positions; contribute to the Agency's management team in the development and implementation of administrative policies and procedures.
- Operate standard office equipment and computers including Microsoft Office products and Agency's enterprise suite. Use and learn new technology as required.
- Use tact, discretion, and diplomacy in dealing with sensitive and/or elevated situations.

EDUCATION AND EXPERIENCE NEEDED:

Any equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. A typical way to obtain the knowledge and abilities would be:

Education:

Graduation from a four-year college or university with major course work in public social work, psychology or other social sciences, administration/public policy, or other related fields. Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Experience:

Five years' experience implementing programs providing and/or coordinating supportive services for residents/clients. At least three years of experience must indicate increasing responsibility in implementing and administering a supportive services program, community or social services programs or projects, including at least two years in the performance of client centered case management, at least one year of supervision, and at least one year of successful grant administration.

SUBSTITUTION:

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible community or social service experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work, has been demonstrated and ascertained.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid State of Oregon vehicle driver's license, and be insurable at standard rates.

COMPENSATION:

The pay range for this position is \$4,686.09 - \$6,279.81 per month with a generous benefits package which includes; paid time off starting at 17.33 hrs. per month, Agency paid health, dental and vision insurance after 1 month of employment, agency paid life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

APPLICATION PROCEDURE:

[Click here](#) to learn more and apply!

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing,



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which may consist of any combination of written, oral, personality testing and/or performance examinations. Responses to supplemental questions are required if applicable.

All applicants will be required to take a pre-employment assessment upon submission of application materials. A link to the assessment will be included in a confirmation email after application materials are submitted. Applicants who fail to take the pre-employment assessment will be disqualified from further consideration.

POSTING DATE: October 2, 2019

CLOSING DATE: October 14, 2019

Note: This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Agency shall establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.