



## **JOB DESCRIPTION**

### **VICE PRESIDENT OF RESIDENT SERVICES**

---

#### **SUPERVISION RECEIVED:**

The VP of Resident Services shall work under the direct supervision of the CEO.

#### **SUPERVISION EXERCISED:**

Exercises direct supervision over the JTEP Director, Elite Force Manager and the Resident Services Coordinator and indirect supervision of the remaining Resident Services staff.

#### **POSITION CLASSIFICATION:**

Exempt.

#### **POSITION SUMMARY:**

The VP of Resident Services will provide leadership and supervision of all resident services programs and to coordinate the resident services department with Public Housing and HCVP Housing Coordinators. The incumbent is also responsible for all long term planning to match resident needs with new and revised social service and economic development programs, sub-functions of family/elderly service coordination, contracts/grants, living skills and grant writing. The incumbent is also responsible for all long term planning to match resident needs with new and revised social service and economic development programs.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

#### **POSITION RESPONSIBILITIES:**

1. Develop and maintain Service Plans for the elderly and family housing programs.
2. Research State and federal programs for suitability and availability of funds for use in Authority Social Service and Economic Development Programs.
3. Coordinate services with Public Housing and HCVP Housing Coordinators.
4. Coordinate with the Finance Department on grant financial management requirements.
5. Monitor grant program budgets.

6. Develop Requests for Proposals (RFPs) for social services and economic development vendor programs.
7. Develop and use a Vendor Evaluation Program to determine which services are achieving program goals and which are not.
8. Coordinate with Program vendors on program space and facility requirements.
9. Coordinate with Housing Authority staff and consultants on the development of grant applications.
10. Oversee the production of newsletters and other resident publications.
11. Directs, plans, organizes and evaluates activities of the youth, adult, family and seniors' programs in the Resident Services Department in accordance with departmental and agency goals and objectives.
12. Supervises and coordinates activities of personnel engaged in carrying out resident services function including third party contractors, volunteers and residents
13. Prepares written policies, procedures, goals and objectives for department
14. Obtain funding and sponsors for special programs and projects.
15. Collaborate and network with human services providers, faith-based organizations, public health programs and other agencies to provide connections to needed services.
16. Represent the Authority at state and local events.
17. Perform annual performance reviews and complete bi-annual coaching of staff.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

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

1. 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.
2. Growth Mindset: Ensures a culture of trust and psychological safety. Encourages diverse perspectives and views; Coaches others to challenge self, learn from failures and continuously learn. Focuses on own self development. Provides real time feedback. Recognizes curiosity, adaptability and resilience.
3. 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.
4. 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; and persists despite obstacles and opposition
5. Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.
6. Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

7. **Reliability & Judgment:** Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.
8. **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

### **REQUIRED EDUCATION AND EXPERIENCE:**

Bachelor's Degree with a concentration in social sciences, public administration, social work or a related field and at least ten years of experience with related program development, grant writing and supervision of staff and vendors. Postgraduate degree preferred.

### **COMPETENCIES:**

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

