



CLASSIFICATION NO. 819

Established: 7/94

Revised: 3/11, 5/21

FLSA: Non-Exempt

EEO: 5

HACC RESIDENT SERVICES SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to provide community action assistance to the residents of public housing and to develop and administer programs and services for residents; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Housing Authority of Clackamas County (HACC) is an independent public corporation which owns, manages, leases, maintains and develops housing for low and moderate income persons particularly for those with special needs. The HACC is a division of the County's Health, Housing and Human Services Department.

The HACC Resident Services Specialist works closely with Resident Associations to assist residents in planning projects. In addition, the incumbent in this position will develop and administer various programs for residents. The Resident Services Specialist works under the general supervision of the Human Services Supervisor but will receive work assignments from the Resident Services Coordinator.

The Resident Services Specialist differs from the Resident Services Coordinator, which prepares and administers grants and develops and implements the goals, policies and procedures for self-sufficiency resident related programs.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Meets with residents to confer, advise, and assist with the planning of resident activities and services such as holiday events, neighborhood watch program, and changes in lease agreements.
2. Provides in-office services to Resident Associations in organizing activities such as preparing flyers and letters, and scheduling speakers.
3. Provides information and referral to residents either through resident visits, telephone calls, or meeting referrals.
4. Researches, writes, edits and distributes resident monthly newsletter.
5. Develops and coordinates services and programs for residents such as tutoring services, indoor park recreation programs, senior trips and parenting classes.

6. Attends both internal and external agency meetings to exchange information, coordinate services, and arrange program delivery.
7. Performs miscellaneous office duties such as stocking literature rack, scheduling meeting rooms, and assisting with grant's administration.
8. Provides program assistance to the Resident Services Coordinator as required.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Problems, needs, and lifestyle issues concerning the socially and economically disadvantaged; community organizing techniques; principles of public relations; general office practices and procedures.

Skill to: Prioritize and coordinate multiple tasks with little supervision; communicate effectively both verbally and in writing; operate standard office equipment including computer software; organize and coordinate resident programs; establish and maintain cooperative working relationships with agency residents, internal staff working with resident programs, and external agencies related to services and programs; work with diverse ethnic cultures.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbent must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must successfully pass a pre-employment drug test.