



CLASSIFICATION NO. 819

Established: 7/94

Revised: 3/11, 5/21, 6/25

FLSA: Non-Exempt

EEO: 5

RESIDENT SERVICES SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to provide services to housing assistance clients; enrolls families in programs, helps them identify goals to address; connects participants with services and resources to achieve goals; to develop and administer programs and services for residents; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Health, Housing and Human Services (H3S) provides a wide range of services to individuals, families, and communities through its divisions: Children, Families & Community Connections, Public Health, Behavioral Health, Health Centers, Social Services, and Housing and Community Development. This includes the Housing Authority of Clackamas County (HACC), which is an independent public corporation that provides rent assistance, resident services, and contracted services to low- and moderate-income persons, particularly those who are disabled and experiencing homelessness, through the ownership, management, lease, maintenance, and development of affordable housing.

The Resident Services Specialists work closely with Human Services Coordinators and program management to provide services to empower participants to reach their education, financial, and/or employment goals. Incumbents enroll families in the Family Self-Sufficiency program and connect them to services and resources to achieve their goals. This includes the development, coordination, and administration of various programs and services for Housing Authority residents.

The Resident Services Specialist differs from the Occupancy Specialist, which is responsible for determining eligibility for housing assistance and providing information regarding housing programs to clients, social services agencies, and landlords/property managers but not the development and coordination of residential programs.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Develops and coordinates resources to provide clients with needed services; meets with clients to confer, advise, and assist with the planning of goals and connecting residents to services such as needed to meet goals.
2. Advocates and supports clients with family, providers, public and private agencies, law enforcement agencies, schools, and others; provides information on client disabilities; responds to emergencies and negotiates resolution of problems.

3. Provides services to clients in organizing steps to meet program goals; connects clients with opportunities for specialized offerings such as children's camp, clothing, household items, and energy assistance.
3. Provides information and referral to clients either through resident visits, telephone calls, or meeting referrals.
4. Researches, writes, edits and distributes Housing Authority monthly newsletters.
5. Develops and coordinates services and programs for residents such as tutoring services, budgeting, college course opportunities or specialized employment training opportunities and parenting classes.
6. Attends both internal and external agency meetings to exchange information, coordinate services, and coordinate program delivery.
7. Performs miscellaneous office duties such as stocking literature rack, scheduling meeting rooms, and assisting with grant's administration.
8. Assist with grant administration compliance monitoring and reporting and provides program assistance as required.
9. Carries a Family Self-Sufficiency caseload and performs similar functions as Occupancy Specialist related to determining eligibility; completing annual reviews; responding to income and family composition changes; updating verifications on income and family composition changes; ensuring tenant compliance.

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; HUD regulations and Housing Quality Standards; Fair Housing and Americans with Disabilities Act (ADA) laws; Oregon landlord/tenant laws; low-income housing programs; caseload management techniques; records management; computer software programs; general office practices and procedures.

Skill to: Prioritize and coordinate multiple tasks with little supervision; interpret complex program regulations; case management principles and practices relevant to low income families, homeless populations, veterans, victims of domestic violence, and individuals with disabilities; communicate effectively both verbally and in writing; operate standard office equipment including computer software; enter, retrieve, and analyze data; 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.

Some positions require bilingual fluency in one of the identified languages (Chinese, Russian, Spanish, Ukrainian, or Vietnamese) and English.

PRE-EMPLOYMENT REQUIREMENTS

Driving is necessary for County business to accomplish work. Incumbent(s) must possess a valid driver's license, and 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.