



REVISED JOB ANNOUNCEMENT

POSITION TITLE: Director of Resident Services

DEPARTMENT: Resident Services

SALARY: Negotiable

DATE POSTED: 03/13/2025

CLOSING DATE: Open Until Filled

FLSA CLASS: Exempt



Duties and Responsibilities:

Responsible for coordinating and supervising the development, implementation, monitoring and evaluation of a variety of agency programs, including MHA's grant-funded service programs for residents and participants that are intended to meet the health, education, employment and social service needs of MHA's tenants and improve residents' self-sufficiency, including the administration of the Section 3 Program, as defined by federal law and as implemented pursuant to MHA's Section 3 Policy and Procedures and Family Self-Sufficiency Programs. This executive-level role requires extensive administrative experience, strong communication and public relations skills, and a hands-on approach to program management. Reports directly to the President/CEO. Responsibilities include, but are not limited to, the following:

1. Provides ongoing case management and counseling services to residents, managing a caseload effectively; promotes economic development in support of self-sufficiency
2. Administers, coordinates, and develops plans and evaluation pertaining to the MHA Section 3 program, including HUD and regulatory requirements.
3. Coordinates Section 3 Program activities with appropriate MHA staff, contractors, and vendors. Serves as the main point of contact for Section 3 activities, facilitating collaboration among all involved parties.
4. Maintains a tracking and referral system for program participants to support programs linkages. Creates, maintains, and update data pertaining to resident skills, education, training and employment status.
5. Partners with community organizations, public agencies, governmental entities and educational institutions to promote MHA programs and activities. Partners with MHA Resident Council Presidents and Property Managers to facilitate program participation.
6. Collaborates with MHA Resident Council Presidents and Property Managers to encourage resident participation in available programs and activities.
7. Promotes economic development initiatives to support residents in their pursuit of education, employment, and overall self-sufficiency.

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8. Actively engage in the day-to-day activities of the **FSS Program**, working directly with **FSS Coordinators** and residents to ensure individualized support and guidance
9. Maintains confidentiality of applicable information and resident data. Maintains and securely stores resident records in compliance with privacy laws and MHA's policies.
10. Assists staff in planning and organizing new programs and modifying existing programs based on the needs of the residents, available community services and available funding.
11. Prepares project proposals and budgets to obtain funding for programs, research possible sources of grant funding.
12. Supervises staff by assisting in program development and implementation, setting goals and performance standards, coordinating work among the various programs and evaluating program results in meeting program performance standards and goals.
13. Sets goals and performance standards for staff, coordinates the work across various programs, and evaluates the results to ensure objectives are met.
14. Represents MHA at various community functions, to exchange information or develop community partnerships with other agencies.
15. Assists the administration of MHA in the development of policy, procedures and an ongoing strategic planning program.
16. Assists the administration of MHA in the development and implementation of programs designed to communicate MHA's mission and services to the community, including marketing initiatives through promotional literature, internet and related electronic formats.
17. Coordinates the development of web content, pamphlets and branding materials with staff and vendors and assists with the preparation of MHA's annual report.
18. Performs other duties as assigned.

Qualifications and Knowledge:

1. Bachelor's degree in Public Administration, Business Administration/Management, Social Sciences, or other closely related discipline and (3) years of progressively responsible experience in the administration of public housing, Housing Choice Voucher (HCV) program, FSS program, ROSS program or case management, including one (1) year at the supervisory or managerial level, or an equivalent combination of college course work and higher education (one year of relevant experience is equivalent to one year of relevant higher education and vice versa). Master's degree is preferred.
2. Knowledge of MHA's policies and procedures, and Department of Housing and Urban Development ("HUD") rules and regulations, that applies to resident services.
3. Thorough knowledge of agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
4. Knowledge of policies and practices pertaining to Section 3 HUD regulations and laws.
5. Knowledge of planning and implementing events and special projects to achieve specified goals.

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6. Knowledge of public information laws and regulations required.
7. Ability to write press releases and work with various media sources.
8. Ability to plan, develop, coordinate and administer designated events, programs and projects as required.
9. Excellent oral, written, and interpersonal communication skills to effectively interact and exercise discretion, judgment and diplomacy when interacting with media, government agencies, public agencies, contractors, consultants, persons of diverse backgrounds and others, in relation to various MHA programs and other services.
10. Must be highly skilled, proficient and efficient in the use of information systems, Microsoft office, excel and access applications for report preparation and residential training and employment databases.
11. Knowledge of good public policy practices and procedures, business English and basic mathematics.
12. Ability to supervise others effectively and collaboratively, reinforcing good performance and dealing firmly but fairly with less than satisfactory performance.
13. Ability to plan and prioritize work of self and staff.
14. Bondability.
15. Valid Alabama driver's license or must acquire one within 30 days of employment.
16. Eligibility to be covered under the Authority's fleet auto insurance.

Supervision Received and Given:

The employee receives assignments from the President/CEO. Most instructions are broad directives or policy statements. Normally, the employee receives specific instructions only in unusual or sensitive circumstances. The employee initiates and follows through on routine tasks with minimal supervision. Situations that arise which are not covered by instructions are referred to the President/CEO or dealt with independently, depending on the circumstances. Normally, the employee identifies what needs to be done and indicates the priorities, deadlines, and resources available.

The employee monitors the work of subordinates for accuracy, completeness, compliance with policy, and achievement of objectives, evaluates their performance and provides counseling.

Guidelines:

The employee refers to MHA's and HUD's guidelines in performing work. These guidelines cover most job-related situations, although the employee frequently is required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee consults the supervisor or makes a decision based on the circumstances.

Complexity:

The employee performs a wide variety of tasks, which range from routine to difficult and are not closely related. The employee must identify the work that needs to be done, determine how to accomplish it and coordinate, integrate, and prioritize a variety of tasks or assignments. The employee must make regular decisions involving usual and unusual circumstances, conflicting data, or other non-routine occurrences which may require extensive analysis to identify them. Tasks frequently have to be coordinated, integrated and/or prioritized. Decisions regarding unusual circumstances may be made by the employee and/or referred to the supervisor for resolution.

Scope and Effect:

The employee's work primarily impacts the residents and participants of the housing authority's grant-funded service programs. Successful accomplishment of duties by the employee will result in timely completion of those programs, achievement of established benchmarks and provide better, economic opportunities to attain self-sufficiency.

Personal Contacts:

Contacts are primarily with other Authority employees, federal, state and local governmental officials and representatives, and community agencies. The employee has contact with consultants, contractors, residents and participants of the housing authority's grant-funded service programs. The primary purpose of contacts is to obtain, give or clarify information, plan and provide assistance, and resolve problems. Contacts are normally cooperative; however, they may be occasionally antagonistic, unresponsive, or uncooperative contacts.

Physical Demands:

Work is principally sedentary but involves some physical exertion during on-site visits with residents or staff members. The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables or a resident who must be helped into and out of a vehicle.

Work Environment:

Work, involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, cooled, lighted and ventilated. The employee's work is performed both indoors and outdoors, and involves numerous visits to housing developments, residents' homes, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with housing developments. The employee may be required to work unusual hours.

PLEASE VISIT [MHA On-line Job Application](#), TO APPLY ON-LINE.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.