



Position Description

Position Title:	Vice President of Resident Services	Department:	Resident Services
Reports to:	Chief Operating Officer/SVP	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to direct the planning and implementation of resident services at Columbia Housing, ensuring that residents achieve self-sufficiency and independence through Columbia Housing's programs and services. The incumbent directs the work of employees engaged in the development, administration, and operation of resident services programs for Columbia Housing residents and provides technical expertise regarding the assessment and programming of resident groups. The incumbent is also responsible for overseeing efforts to obtain grant funding and donations and ensures funding is being used appropriately.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Directs the work of assigned staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, providing technical advice, acting on employee problems, and recommending and implementing discipline and merit raises. Ensures supervisors under his/her purview have the tools necessary to manage daily operations.
- Oversees the development, implementation, and evaluation of human service programs for residents; develops short-term and long-term program policies, objectives, goals, and plans.
- Manages CH's efforts to help families achieve self-sufficiency; maintains a positive relationship with public and private community agencies and the residents; assists resident families in connecting with agencies appropriate for their needs.
- Prepares, monitors, and controls department budget for allocated funds in a responsible manner; monitors expenditures to ensure the Department operates within the established budgetary limitations.
- Supervises activities required to research, prepare, submit, and manage grant proposals to a variety of funding sources, including local, state, federal, and private entities; prepares and analyzes related grant documents, such as research reports, feasibility studies, memos, and schedules to fund ongoing and future resident initiative activities; assesses the needs of CH staff and residents and recommends appropriate long-term funding plans.
- Develops and maintains collaborative relationships with appropriate agencies, community leaders, and businesses, identifying programs and services that will be beneficial to CH residents or address a specific resident need; ensures that all such programs and services support the objectives, vision, and strategic plan of the RSS Department and CH.
- Ensures HUD Performance Standards and reporting requirements maintain a high-performance level; devotes appropriate attention to RS Strategic Plan goals, objectives, and actions, as assigned, ensuring that such are met or exceeded.
- Meets all job safety requirements and all applicable OSHA/PERRP safety standards that pertain to essential functions and maintains licenses and certifications as required.



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- Performs other duties as assigned.

Behavioral Competencies

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

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

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 CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

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; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

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.

Job Competencies

- Knowledge of the general operations and procedures of CH properties and HUD housing programs.
- Knowledge of the regulations affecting CH's housing programs and demonstrated ability to understand the terms, conditions, and content of CH's standard operating procedures for property management.
- Skill in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
- Skill in customer service and resident relations.
- Skill in developing and presenting program metrics.
- Skill in responding grant applications.
- Ability to interpret HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.



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- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Ability to plan, organize, and develop a wide variety of operational and management programs and procedures.
- Ability to plan, promote, and evaluate CH's goals, objectives, departmental and CH plans, and other initiatives.
- Ability to assist in the hiring of new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.

Education and/or Experience

Bachelor's Degree in social services, sociology, psychology, or related field and a minimum of five (5) years of experience in human services and social services program management, with a minimum of one (1) year in a supervisory capacity. Experience managing multiple programs concurrently preferred. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]