



# Job Descriptions – Resident Services

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**HOUSING AUTHORITY OF THE COUNTY OF KERN**  
**Job Description**

**Job Title:** Driver  
**Department:** Resident Initiatives  
**Reports To:** Special Projects & Resident Services Manager  
**FLSA Status:** Non-Exempt  
**Approved Date:** 9/12/07

**SUMMARY**

Under supervision, drives Agency-owned automobiles, vans or light trucks in transporting materials and/or tenants of Agency developments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Transports tenants of Agency developments to various appointments, activities and locations as directed.

Operates vehicles in a safe and legal manner.

Maintains assigned vehicles in clean, safe and sanitary condition including routine maintenance like washing, gas and arranging for periodic servicing.

Responsible for upkeep of vehicle log.

Notifies management concerning the need for repair and maintenance of Agency vehicles.

May perform various custodial duties at Agency sites including cleaning, trash removal and maintenance of supplies.

Works cooperatively with fellow employees, tenants and the general public – providing excellent internal and external customer service.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and 5 years licensed driving experience. Knowledge of the operation and maintenance of light duty vehicles, the geography of Bakersfield and kern County and the California Vehicle Code.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, vehicle operating and maintenance instructions, and procedure manuals. Ability to speak effectively to residents, coworkers and supervisors.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid California Drivers' License and be insurable by the Housing Authority's auto insurance carrier.

### **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.

While performing the duties of this job, the employee is regularly required to communicate with co-workers and the public. The employee must regularly operate a motor vehicle that carries passengers. The employee may be required to assist with loading and unloading transported tenants with wheelchairs, walkers, and other medical equipment. The employee may be required to use various hand tools. The employee is frequently required to move from one work site to another with or without a motorized vehicle. The employee may occasionally lift up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception as needed to operate a motor vehicle and perform light cleaning and maintenance tasks as listed in the essential duties.

### **WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

**HOUSING AUTHORITY OF THE COUNTY OF KERN**  
**Job Description**

**JOB TITLE:** Family Self-Sufficiency Program Coordinator  
**DEPARTMENT:** Grants Partnerships and Supportive Services  
**REPORTS TO:** Special Projects & Resident Services Manager  
**FLSA STATUS:** Not Exempt  
**APPROVED DATE:** 11/14/01

**SUMMARY**

Under general direction and supervision, provides daily administration of the Family Self-Sufficiency Program (FSSP), assuring that program participants are linked to the supportive services they need to achieve self-sufficiency and economic independence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provides case management services for residents.

Assists program participants in assessing needs, setting goals, and maintaining time lines for goal achievement.

Refers program participants to appropriate agencies capable of providing guidance and assistance in achieving specific goals.

Applies relevant laws, rules and regulations.

Interfaces, through public speaking engagements and other means, with a variety of other agencies and the public relating to the access, maintenance and expansion of the family services network.

Performs quality control audits, assuring compliance with the Housing Authority of the County of Kern (HACK) requirements and standards concerning FSSP casework.

Responds to requests for information pertaining to program guidelines and regulations.

Conducts special studies reports and establishes networks related to the development and implementation of the Family Self-Sufficiency Program.

Organizes, coordinates and chairs meetings for the Program Coordinating Committee (PCC).

Recommends and implements approved organizational or procedural changes affecting HACK in relation to the FSSP and PCC.

Researches, compiles and analyzes data for special projects, as well as initiating and maintaining a variety of files, records, and reports.

Performs data entry, recording new FSSP contracts, participant progress, exit from the program, and other information as required for the completion of HUD Form 50058.

Works cooperatively with others, including co-workers, residents and service providers.

### **SUPERVISORY RESPONSIBILITIES**

May be responsible for supervising volunteers and/or trainees.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Any combination of training and experience equivalent to graduation from an accredited college or university with a degree in public administration, social services or related field.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, governmental regulations, and policy and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients, members of the public or employees of the agency.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a current California Driver License and be insurable by the Housing Authority's insurance carrier.

### **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.

While performing the duties of this job, the employee must be able to communicate by telephone and in person with the public and fellow workers. The employee must be able to operate a motor vehicle and have the ability to move from one place to another for the purpose of performing home visits, and for traveling to speaking engagements and from one HACK office to another. The employee must be able to operate a computer terminal or personal computer for the purpose of preparing reports, correspondence and inputting and retrieving data. The employee must occasionally lift and/or move up to 35 pounds.

### **WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**Housing Authority of the County of Kern  
Job Description**

**JOB TITLE:** Lead Service Coordinator  
**DEPARTMENT:** Grants Partnerships and Supportive Services  
**REPORTS TO:** Resident Services Director  
**FLSA STATUS:** Not Exempt  
**APPROVED DATE:**7/13/12

**SUMMARY**

Under supervision of the Resident Services Director, coordinates, manages, delegates and supervises all work of the Service Coordinators and/or other assigned staff in the Resident Initiatives Department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Assigns, monitors and controls the work associated with the execution of resident services programs including general assistance and advocacy programs by assisting Service Coordinators to identify members of the affordable housing population in need of supportive and community services, to coordinate and provide access to and monitoring of the appropriate delivery of such services including targeting eligible individuals for participation in the Family Self-Sufficiency Program.

Assign client caseload to personnel, conduct training sessions, review case files, establish procedures and participate in resolving difficult cases. Knowledge of case management techniques

Assists in the design and implementation of strategies to assist Agency staff and resident groups to implement supportive services.

Develop effective methods and procedures to accomplish Resident Services goals and direct activities of staff in following program guidelines.

Coordinates with Housing Managers and other departments to assure effective supportive services for residents.

Tracks supportive services programs preparing and submitting necessary statistical reports and other data as required by funders.

Coordinate program activity with the Resident Services Director to improve program effectiveness and expedite service delivery and solve problems related to participants of Resident Services programs.

Oversees resident supportive programs at Agency sites, including resident meetings, resident leader training, youth and senior activities.

Provides oversight of the Family Self-Sufficiency Program.

Research appropriate public and private resources to provide services to participants; monitor service delivery by service providers and take appropriate action; maintain working relationship with all collaborating community agencies and non-profits.

Oversees organization and coordination of tenant special functions, meetings and trainings.

Supervise the FSS program procedures including interims and annuals in cooperation with Housing Management Department, briefings, reports, home visits, and case management.

Assist Resident Services Director in coordinating PCC meetings with the appropriate agencies representing the community; including the bi-annual FSS awards ceremony.

Collaborates with a variety of other agencies and the public to provide access to, maintenance of and expansion of the family social services network.

Assists the Resident Services Director with updates and revised procedures as needed to assure program success; develops and implements informational material for all programs.

May assist in grant application and implementation processes.

Review files for the FSS program eligibility compliance and accuracy.

Assists in the preparation and tracking of departmental budget.

Knowledge of: Federal and local Public Housing policies and regulations related to program eligibility criteria, interviewing, counseling, and conciliation and mediation techniques applicable to amicable and hostile interactions .

Ability to: Communicate with, extract information from and counsel participant of diverse socio-economic backgrounds.

Determine eligibility of applicants as well as continued eligibility of participants assisted in all programs.

Conduct group presentations for participants and various community agencies and groups.

Write concise timely and focused program reports.

Maintain impartiality, objectivity and confidentiality.

Apply computer input and information retrieval skills.

### **SUPERVISORY RESPONSIBILITIES**

Direct supervision of Service Coordinators and clerical personnel. Carries out supervision responsibilities in accordance with the Housing Authority's policies and applicable laws. Responsibilities include assisting in hiring and training employees, assigning and directing work; evaluating performance; addressing complaints and resolving problems.

**QUALIFICATIONS** to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATIONS and/or EXPERIENCE**

Any combination of education and training equivalent to a B.A or B.S degree from an accredited college or university in Public Administration, Social Services or related field and a minimum of three years of progressively responsible experience in public housing or related field including supervision. Education beyond a high school diploma may be substituted year for year with responsible and related work experience. Must have demonstrated ability to make decisions; meet and deal effectively with people; understand and interpret policy and procedures; understand office practices; ability to maintain harmonious relationships with other employees, tenants and the general public.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Establish priorities and perform a variety of assignments following standard procedures with the ability to make frequent informed and reasoned decisions in the selection of appropriate methods.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a valid California Driver License and be insurable by the Housing Authority's insurance carrier.

Must be certified in Public Housing Management and/or Section 8 Management and Housing Quality Standards Inspections or have the ability to obtain such certification within eighteen months of appointment.

### **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.

While performing the duties of this job, the employee must be able to communicate by telephone and in person with the public and fellow workers. The employees must be able to operate a motor vehicle and sufficient ability to move from one place to another for the purpose of performing home visits and home inspections. The employee must occasionally lift and/or move up to 35 pounds.

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

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**HOUSING AUTHORITY OF THE COUNTY OF KERN**  
**Job Description**

**JOB TITLE:** Service Coordinator I  
**DEPARTMENT:** Grants Partnerships and Supportive Services  
**REPORTS TO:** Supportive Services Program Director  
**FLSA STATUS:** Non-exempt  
**APPROVED DATE:**07/13/11

**SUMMARY**

Under general supervision identifies members of the affordable housing population in need of supportive and community services; coordinates, provides access to and monitors the appropriate delivery of such services, targeting eligible individuals for participation in self-sufficiency programs. Positions in this class may be considered to be in a training capacity. The Service Coordinator I class is distinguished from the II level by the need for closer supervision.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provides general assistance and advocacy related to supportive and social services to all clients including families, the elderly, disabled and youth.

Provides up-to-date information and clarification regarding supportive service programs.

Interviews clients needing supportive services; completes intake records and develops and implements service plans. Provides case management services as needed. Acts as advocate on clients' behalf with outside agencies.

Informs clients about availability of employment and services, how to apply, consumer rights and other relevant issues.

Promotes a positive social climate that fosters clients' psychosocial well-being by developing, implementing and monitoring educational and therapeutic programs for client participation.

Organizes and coordinates special functions, meetings and trainings. May provide tenant transportation as required.

Interfaces, through public speaking engagements and other means, with a variety of other agencies and the public relating to the access, maintenance and expansion of the family services network.

May provide the daily administration of the Family Self Sufficiency Program, assuring that program participants develop a plan for self-sufficiency, are linked with the supportive services necessary to achieve their goals and monitor their progress and completion of the Program. Performs quality control audits of the Program to assure compliance with Housing Authority & HUD requirements applying appropriate laws and regulations. Recommends and implements organizational and procedural changes to the program. Compiles data and prepares reports relative to the Family Self-Sufficiency Program.

May assist in coordination and implementation of Home Ownership Programs as may be developed by the Agency. Identifies and qualifies potential participants for Home Ownership Programs.

May advocate for the disabled and elderly in the client population assisting with access to supportive services and overseeing the Senior-Companion Program and other special programs.

May advocate for the youth in the client population by coordinating and providing access to sports, recreational, educational, cultural and volunteer activities. Acts as liaison to organizations providing activities and services for youth. Hosts and monitors activities.

Provides training to clients on available services, clients rights, public housing lease obligations and occupancy policies.

Develops and maintains a directory of services available from service organizations.

May prepare and submit reports on activities and prepare general correspondence relating to the Service Coordinator Program and the Family Self-Sufficiency Program.

Develops and distributes a newsletter and calendar and disseminates information to clients in Agency programs.

Maintains database of resident files and profiles. Operates office equipment including copy machines, fax machines, calculators and computers.

Works cooperatively with others, including co-workers, clients and services providers.

### **SUPERVISORY RESPONSIBILITIES**

May supervise clerical, temporary and trainee personnel assigned to assist with the Service Coordinator functions.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Any combination of education or training equivalent to a degree from an accredited college or university with a degree in public administration, social services or related field. Relevant experience coordinating services to low income families, including elderly, disabled and youth may be substituted for the education requirement on a year for year basis. Bilingual (Spanish/English) desirable, but not required. Ability to work flexible hours, occasional evenings and weekends required.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients, the general public and employees of the Agency.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a current California Driver License and be insurable by the Housing Authority's insurance carrier.

### **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.

While performing the duties of this job, the employee is occasionally required to work at a desk, move from housing unit to housing unit, including by elevator and stairs, communicate in person and by telephone with residents, the general public and coworkers, drive an automobile for the purpose of transporting residents and traveling from one development site to another. The employee must be able to use computer equipment for the purpose of inputting and retrieving data and preparing reports and correspondence. The employee must occasionally lift and/or move up to 35 pounds.

## **WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather. The noise level in the work environment is usually moderate.

**HOUSING AUTHORITY OF THE COUNTY OF KERN**  
**Job Description**

**JOB TITLE:** Service Coordinator II  
**DEPARTMENT:** Grants Partnerships and Supportive Services  
**REPORTS TO:** Supportive Services Program Director  
**FLSA STATUS:** Non-exempt  
**APPROVED DATE:**07/13/11

**SUMMARY**

Under general supervision identifies members of the affordable housing population in need of supportive and community services; coordinates, provides access to and monitors the appropriate delivery of such services, targeting eligible individuals for participation in family self-sufficiency programs. This is a full journey level class in the Service Coordinator series. Positions in this class are flexibly staffed and are filled by advancement from level-I or the equivalent.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Provides general assistance and advocacy related to supportive and social services to all clients including families, the elderly, disabled and youth.

Provides up-to-date information and clarification regarding supportive service programs.

Interviews clients' needing supportive services; completes intake records and develops and implements service plans. Provides case management services as needed. Acts as advocate on clients' behalf with outside agencies.

Informs clients about availability of employment and services, how to apply, consumer rights and other relevant issues.

Promotes a positive social climate that fosters clients' psychosocial well-being by developing, implementing and monitoring educational and therapeutic programs for client participation.

Organizes and coordinates special functions, meetings, and trainings. May provide tenant transportation as required.

Interfaces, through public speaking engagements and other means, with a variety of other agencies and the public relating to the access, maintenance, and expansion of the family services network.

May provide the daily administration of the Family Self Sufficiency Program, assuring that program participants develop a plan for self-sufficiency, are linked with the

supportive services necessary to achieve their goals and monitor their progress and completion of the Program. Performs quality control audits of the Program to assure compliance with Housing Authority & HUD requirements applying appropriate laws and regulations. Recommends and implements organizational and procedural changes to the program. Compiles data and prepares reports relative to the Family Self-Sufficiency Program.

May assist in coordination and implementation of Home Ownership Programs as may be developed by the Agency. Identifies and qualifies potential participants for Home Ownership Programs.

May advocate for the disabled and elderly in the client population assisting with access to supportive services and overseeing the Senior-Companion Program and other special programs.

May advocate for the youth in the client population by coordinating and providing access to sports, recreational, educational, cultural, and volunteer activities. Acts as liaison to organizations providing activities and services for youth. Hosts and monitors activities.

Provides training to clients on available services, clients rights, public housing lease obligations and occupancy policies.

Develops and maintains a directory of services available from service organizations.

May prepare and submit reports on activities and prepare general correspondence relating to the Service Coordinator Program and the Family Self-Sufficiency Program.

Develops and distributes a newsletter and calendar and disseminates information to clients in HACK programs.

Maintains database of resident files and profiles. Operates office equipment including copy machines, fax machines, calculators, and computers.

Works cooperatively with others, including co-workers, clients and services providers.

### **SUPERVISORY RESPONSIBILITIES**

May supervise clerical, temporary and trainee personnel assigned to assist with the Service Coordinator functions.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Any combination of education or training equivalent to a degree from an accredited college or university with a degree in public administration, social services or related field. Relevant experience coordinating services to low income families, including elderly, disabled and youth may be substituted for the education requirement on a year for year basis. Must have satisfactorily completed two years of service as a Service Coordinator I or the equivalent to be placed in this class. Bilingual (Spanish/English) desirable, but not required. Ability to work flexible hours, occasional evenings and weekends required.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients, the general public and employees of the Agency.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a current California Driver License and be insurable by the Housing Authority's insurance carrier.

### **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.

While performing the duties of this job, the employee is occasionally required to work at a desk, move from housing unit to housing unit, including by elevator and stairs, communicate in person and by telephone with residents, the general public and coworkers, drive an automobile for the purpose of transporting residents and traveling from one development site to another. The employee must be able to use computer equipment for the purpose of inputting and retrieving data and preparing reports and correspondence. The employee must occasionally lift and/or move up to 35 pounds.

## **WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather. The noise level in the work environment is usually moderate.

**HOUSING AUTHORITY OF THE COUNTY OF KERN**  
**Job Description**

**TITLE:** Site Assistant  
**DEPARTMENT:** Resident Services  
**REPORTS TO:** Service Coordinator  
**FLSA STATUS:** Non-Exempt  
**APPROVED DATE:** 12/12/12

**SUMMARY**

Under direction and supervision of the Service Coordinator, assists in the implementation of activities in affordable housing communities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Assists in the maintenance of a resources manual of public service agencies.

Performs outreach and follow-up with residents residing at specific sites as assigned.

Oversees activities for residents residing at specific sites as assigned.

Works with Service Coordinator to organize and oversee the daily operations of Community Rooms/centers.

May assist in transporting residents and volunteers to Agency sponsored events.

Coordinates volunteer participation in activities.

Arranges chairs, tables, and sporting or exercise equipment in designated rooms or other areas for scheduled group activities such as meetings, sports events or after school activities.

Welcomes visitors to activity sites and notifies participants and visitors of activity schedules and registration requirements.

Monitors spectators and participants at events to ensure orderly conduct.

Receives, stores, and issues sports and activity equipment and supplies.

Keeps attendance records at events and activities, operates electronic equipment, and monitors activities of participants during recreational trips or tours.

Works with Service Coordinator to identify activities/services for project sites.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED). Experience requiring knowledge of practices and procedures for working with volunteers; communication techniques, report preparation, program evaluation, organization and coordination of multiple activities at several locations, program policy enforcement and conflict resolutions skills.

## **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Must possess a current California Driver License and be insurable by the Housing Authority's auto insurance carrier.

## **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.

While performing the duties of this job, the employee is regularly required to communicate with residents, program participants, coworkers and the general public, both in person and by telephone. The employee is regularly required to move within the activity center and between development sites. The employee must occasionally lift

and/or move up to 50 pounds. Specific vision abilities required by this job include the ability to read a computer screen and printed correspondence and reports.

### **WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.