

ALLEGHENY COUNTY HOUSING AUTHORITY
625 STANWIX STREET, 12TH FLOOR, PITTSBURGH, PA 15222

Position Available: RESIDENT SERVICES COORDINATOR - This full time 35 hour/week grant-funded position through May 2016, will assist with social service activities for residents living in ACHA owned and/or operated public housing/mixed income/tax credit developments.

Overview of the Essential Job Functions

- Meets individually with residents to make assessments and appropriate referrals for services, such as health insurance, job training, job search, access federal and state public benefits, financial issues, self-sufficiency
- Identify, assess, select, develop, and maintain referral partnership relationships with local service resource agencies; coordinates the delivery of such services to the residents.
- Helps facilitate tenant meetings, train resident counsel, and social activities
- Plan programs and activities to promote self-sufficiency, community engagement, and financial stability
- Conduct outreach for programs, recruits program participants for on- and off- site activities
- Develop supportive professional relations with service providers and residents
- Research, write, and apply for grants to support existing programs and develop new programs
- Work with Property Management in mediating conflicts between tenants and management, as well as unanticipated issues/ crisis
- Proactive in developing systems and communicating regularly with property management to keep residents in compliance with lease requirements and address tenant issues that may need the support of a social worker
- Monitor and evaluate the delivery, effectiveness, and impact of resident service programs
- Maintain written records and files, and client confidentiality.
- Conduct surveys to evaluate program effectiveness
- Prepare reports on resident service program activities and as needed
- Must report to work at the scheduled time and is seldom absent from work; must complete work in a timely, accurate and thorough manner.
- Work is performed both in office settings and community settings. Must be physically able to access various physical locations on and off ACHA sites to attend meetings. Must be able to work in hot, cold, damp or dusty areas. Must have a level of manual dexterity sufficient to allow for operation of personal computer, telephone, fax machines, calculator, etc
- Performs other job-related duties as assigned

Position Requirements

- In depth knowledge of social service providers and programs available in Allegheny County.
- Ability to communicate professionally, both verbally and in writing, with customers and staff.
- Ability to interact with people from a broad range of social and economic backgrounds
- Must have and maintain a valid PA driver's license and use of a personal vehicle.
- Familiarity with dispute resolution concepts.
- Must be able to work flexible hours to accommodate evenings and weekend events when necessary

Education/Experience: BA or BS in community or social service field preferred, college degree required. Demonstrated knowledge and experienced in the provision of community social services, as well as grant writing, monitoring and reporting. Must be computer literate and proficient with Adobe and MS software.

Salary: \$40,786.01

As a condition of employment, candidate must successfully pass a post-offer physical examination, drug screen, background security review and Act 33/34 clearance, with regular full-time employment being contingent upon successful completion of a probationary period.

Date posted: April 2, 2015

Frank Aggazio, Executive Director

An ACHA employment application must be submitted for consideration. Employment applications may be obtained at the ACHA Central Office or on the web at www.achsng.com

MAIL APPLICATIONS WITH RESUMES TO: ALLEGHENY COUNTY HOUSING AUTHORITY, LEGAL/HR DEPT., 625 STANWIX STREET, 12th FL., PITTSBURGH, PA 15222 or EMAIL to hr@achsng.com



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