



Position Description

Job Title: Resident Opportunity and Self
Reports to: Sufficiency (ROSS) Coordinator
Department: Public Housing Program Manager
FLSA Status: Administration
Exempt

Summary:

The primary purpose of this position is to manage and oversee a variety of projects and activities for the Aurora Housing Authority ("AHA" or "Agency") as they relate to helping residents to become self-sufficient. This position is responsible for managing all resident improvement programming, such as (but not limited to) the Resident Opportunity and Self Sufficiency (ROSS) program. The incumbent is also responsible for building partnerships with community organizations as a means to further the AHA's mission and its vision. The coordinator will be directly involved in the creation of new programming as well as act as a liaison for residents and the resident councils that represent the residents. The incumbent should be knowledgeable in community partnerships, project management as well as self-sufficiency practices.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Oversees the management of the AHA ROSS program. Will act as the sole manager and point of contact for ROSS related activities. Will use ROSS knowledge and programming to improve the lives of the AHA's residents.
- Responsible for assisting in the development and organization of resident councils for all of AHA's multi-family communities, as well as in the development and organization of a Resident Advisory Board (RAB).
- Serves on all committees as they relate to self-sufficiency, resident activities and/or community partnerships.
- Continuously seeks out and develops new partnerships with community service providers as well as with for-profit entities in order to further expand the service, educational and employment opportunities available to AHA residents and staff.
- Responsible for developing and overseeing all resident volunteer activities, as well as programming to include (but not limited to) community gardens, site clean-up and other to be determined activities.
- Manages the AHA ROSS Internship program. Selects eligible individuals for program inclusion and monitors and tracks progress through the program.
- Advises Executive Director on areas of resident concern. Monitors and suggests strategies that could improve overall AHA effectiveness and lower AHA costs and provide improved services to



The residents. Responsible for identifying potential relationships externally that could benefit the AHA.

- Gather, compile, analyze and presents information and statistics for special projects.
- Any other duties as assigned by the Executive Director.

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.

Behavioral Competencies: This position requires incumbents to exhibit the following behavioral skills:

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.

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

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 Competencies:

- Extensive knowledge of federal, state and local regulations, including HUD directives
- Comprehensive knowledge of policies, procedures, goals, objectives, operational entities, requirements and activities as they apply to the Agency
- Utilize substantial knowledge of strategic planning and execution
- Extensive knowledge of AHA systems, ability to learn quickly and adjust to changing technology
- Ability to monitor and manage large budgets
- Knowledge of principles of accounting and finance
- Ability to apply strong analytical and information-management skills
- Ability to plan, prioritize, lead, and manage multiple projects and implement process improvement opportunities consistent with the Agency strategic plan
- Ability to analyze, evaluate and implement financial and/or budgetary procedures for effectiveness and efficiency
- Ability to maintain confidentiality
- Experience with project management, planning, and organization



- Strong oral and written communication skills
- Ability to lead effectively and mentor others

Education, Experience and Certifications:

Bachelor's in public or business administration, or related field; or appropriate work experience. 3+ years progressive experience in resident services coordination preferred; or an equivalent combination of education and experience. Must have valid Illinois driver's license and be insurable under AHA policies.

Computer Skills:

To perform this job successfully, an individual should have strong computer skills (MS Word, MS Excel, MS PowerPoint, and MS Outlook). Must be able to learn other computer software programs as required by assigned tasks.

Physical Requirements: 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:

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 pounds.

Working Conditions: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment: The noise level in the work environment is usually moderate.