

MANAGER COMMUNITY SUPPORT SERVICES (HOPE VI)
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for establishing and maintaining extensive contact with the HOPE VI resident population ensuring services are provided and their self-sufficiency accomplishments are documented and assessed. The incumbent is also responsible for networking service providers, partners and HOPE VI community residents, within eligibility guidelines, to ensure service delivery is efficient and cost effective. The incumbent seeks funding and partners, resolves program issues and maintains coordination and program development while awaiting new community facilities to ensure the continuity of long-term service delivery to the HOPE VI Community. May supervise social work students and interns when necessary. Work is performed under the supervision of the HOPE VI Coordinator.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Develops, organizes and implements effective community economic and social service programs;
- Interviews residents of the HOPE VI community and program participants in their homes and office locations to assess needs, identify problems and provide assistance in developing solutions to families who are having difficulties;
- Creates an action plan from the interview/assessment process to establish a progressive structure of goals and target dates for improving the family's self-sufficiency efforts;
- Supervises the professional and clerical staff engaged in community development and social support services areas;
- Establishes and maintains close ties with the internal community to improve the relationship between provider and customer;
- Proactively prepares grant proposals for new programs and services and coordinates the involvement of others who are integral to this process;
- Initiates referrals to professional service providers, ensuring that essential elements of the process take place according to schedule;
- Compiles statistical and other relevant material, keeping all need-to-know parties involved and informed;
- Attends and coordinates community meetings and conferences as specified by HOPE VI grant reporting guidelines;
- May serve on committees that provide a better link to support services;
- Creates and maintains a database that provides monitoring systems to measure the effectiveness, efficiency, and point of service information regarding the resident;
- Continues to exchange information with internal and external parties, acting as advocate for the concerns of public housing residents with an emphasis on the objectives of the HOPE VI community needs;

SEE REVERSE SIDE

- Presents the necessary documentation required for monitoring/reporting purposes;
- Makes recommendations on creative solutions to existing problems for supervisory approval;
- Supervises social work students and/or interns;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of local community service agencies' program availability and resources;
- Thorough knowledge of modern principles, practices and standards of professional level social work;
- Good knowledge of a broad range of diverse social service programs that impact individuals and families who are striving to improve their current economic/social conditions;
- Good knowledge of personal computers and office equipment;
- Ability to understand the policies and guidelines of the Albany Housing Authority and the HOPE VI grant as it relates to the support services provisions and self-sufficiency guidelines;
- Ability to make independent judgments in a busy atmosphere;
- Strong oral and written communication skills demonstrated by an ability to make concise and detailed presentations;
- Facilitation skills for situations requiring flexibility and persuasive reasoning;
- Mental alertness;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree in social work or psychology, including substantial coursework in counseling and a minimum of eight (8) years of fulltime paid experience in social casework, two (2) years of which must have been in a supervisory position.

SPECIAL NOTE:

A valid NYS Driver's License and availability of a personal vehicle is required at the time of appointment and for the duration of employment.