

**SUBSTANCE ABUSE/COMMUNITY RELATIONS ASSOCIATE**  
(Albany Housing Authority)

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent, under supervision by the Community Service Coordinator, is primarily responsible for the development and implementation of drug awareness/control programs in coordination with the Neighborhood Watch program and local law enforcement to: 1) Promote a drug-free environment and eliminate drug trafficking and related criminal activity; 2) Enhance cooperation among and between tenants and the Authority; and 3) Meet the health, education and welfare needs of residents. The incumbent performs community service activities using various tenant programs, answering questions, distributing printed materials and referral information, and facilitating communications among tenants, building managers and the Authority. The incumbent may be permitted to determine the daily work schedule and the manner and means of completing assigned projects. Work includes clerical responsibilities. Supervision over others is not typical of this class.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Assists in coordinating the services of private security agencies contracted by the Authority;
- Develops and assists Neighborhood and Tenant Watch programs;
- Works with local law enforcement agencies to achieve mutual goals;
- Refers tenants to various social, health, welfare and training/education agencies or programs, both public and private;
- Develops social and recreational programs with and for tenants (including those provided or sponsored by public agencies);
- Distributes information from the Authority which affects or is of interest to tenants through flyers and/or informal meetings;
- Initiates/conducts/attends tenant meetings or discussion groups on topics of tenant or management interest;
- Attends managers' meeting;
- Conducts home visits;
- Prepares written reports on activities, projects and special situations;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of personal computers and office equipment;
- Working knowledge of local public and private agencies;
- Ability to communicate effectively in oral and written form;

- Ability to establish satisfactory working relationships with others;
- Ability to secure the cooperation of others;
- Good judgment;
- Initiative;
- Resourcefulness;
- Tact and courtesy;
- Physical condition commensurate with the duties of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and at least two years of fulltime paid experience in work related community service, social welfare, community organization, law enforcement or security.

**SPECIAL NOTE:** A valid NYS Driver's License and use of a personal vehicle is required at the time of appointment and for the duration of employment.

Revised: 4/18/90  
7/02