



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411  
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875



**Homes. People. Partnerships. Good.** [www.homesforgood.org](http://www.homesforgood.org)

## **Homes for Good announces recruitment for a knowledgeable and dependable Part Time Resident Services Specialist**

**PART TIME RESIDENT SERVICES SPECIALIST**

**Posting # 09.18.2019**

**COMPENSATION: \$18.20 - \$23.23 PER HOUR**

**Homes for Good is an Equal Opportunity Employer.**

**All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.**

**GENERAL DESCRIPTION:** Homes for Good Housing Agency is expanding our Resident Services Division and is seeking a qualified candidate for the position of Part Time Resident Services Specialist to work 10 – 15 hours per week.

The Resident Services Assistant is a part-time position working at Homes for Good that assists in administering programs for public housing residents to meet basic needs, increase housing stability, improve health outcomes and increase self-sufficiency. This position works directly with residents and community partners to bring services, resources, information, classes, and events to the residents of Homes for Good housing. In addition, it performs clerical duties related to the needs of the Resident Services Division including tracking participation, entering spreadsheet data, reports to agencies, budget tracking letters, and other duties as needed.

Homes for Good is a high performing housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income residents with the logistics of affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on customer service, quality control, and compliance. Homes for good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a non-profit agency.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

**DUTIES:** *These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

### **PRIMARY OBJECTIVES:**

Have a well-developed understanding of community resources and agencies in order to make appropriate referrals, assist residents in accessing services to meet their needs, and set up activities such as classes with community partners. Be able to gather and disseminate information to residents through flyers, newsletters, and other communications, so that they are informed about events, resources, and Homes for Good information among other things. Set up and oversee resident events and programs such as meetings, potlucks, classes, events, and food programs. Be able to work independently. Interact respectfully with clients of various ages, abilities, and backgrounds. Appropriately represent Homes for Good to partner



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agencies and the community. Perform clerical duties related to tracking participation, reporting to agencies, budgets, letters, and other clerical duties as needed.

### **Key Responsibilities:**

**Oversee food security programs in partnership with Food for Lane County** including Senior Grocery, Extra Helpings, Summer Lunch, and Nutrition Classes. Be able to lift 50 pounds on a regular basis, recruit and oversee residents and volunteers to run the programs, oversee that reporting is done in a timely manner, and follow procedures and protocols.

**Assure that information about classes, resources, and events is disseminated to residents.** Gather and track information regarding resources, agency services, relevant classes, and community events. Work with the Property Management Division to collect information for residents. Prepare monthly newsletters, flyers and other outreach materials in a creative manner to assure residents are aware of what is available to them utilizing Microsoft Publisher.

**Assist with overseeing Resident Groups, Meetings, Classes, and the Community Garden Projects.** Interact respectfully with residents and have the ability to mediate disagreements as needed. Put out meeting agendas, follow a budget to shop for gift cards, food, and other items needed for events and classes. Take concise notes at resident meetings and transcribe for newsletters. Maintain contact with providers / partner agencies such as Food for Lane County, Lane Master Gardeners, Senior and Disabled Services, DHS, to set up classes and events to serve residents of varying ages and interests. Oversee events such as Bingo, potlucks, children's events, Homes for Good's Reading Program, Living Well with Chronic Conditions, GED Support, etc. Help motivate residents to participate in events and classes. Research new classes and events for residents.

### **IDEAL QUALIFICATIONS:**

Knowledge and experience in the following areas would support applicant in being successful in this position:

- Ability to work in a complex and non-traditional human services setting with a diverse population struggling with issues related to limited income, physical and mental health challenges, unresolved trauma, limited English and lack of social supports.
- Foundational understanding of community resources, service systems, landlord/tenant rights and responsibilities, and conflict resolution.
- Strong computer skills, including ability to easily navigate the internet, use Outlook, create Word and Publisher documents and work with a web-based database.
- Mission focused with a desire to support the critical work of housing those in need
- Forward-thinking skills – in this position you will need to be able to anticipate issues and work to resolve those issues before they become a more complex issue.

### **ABILITY TO:**

- Understand, interpret and explain pertinent Homes for Good policies and procedures and pertinent Federal, State and local laws, codes and regulation.



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- Exemplify traits that reflect the agency's culture, including integrity, customer service focused, trustworthiness, and flexibility.
- Maintain professional boundaries including exercising objectivity and confidentiality, while building trusting relationships with residents and staff.
- Capacity to work well with individuals and households with multiple, severe and chronic disabilities, mental illness, and diverse social and economic backgrounds.
- Communicate clearly and concisely, both orally and in writing.
- Perform work without direct project supervision; allocate limited time and resources in a cost and result effective manner.
- Be a team player who can multi-task while working in a fast-paced environment and complete tasks in a timely and efficient manner. As well as maintain regular and consistent attendance.
- Gather and track information and track data related to any grant outcomes, or regarding resources, agency services, relevant classes and community events to ensure timely dissemination of information to residents and prepare reports as needed.
- Recruit and oversee residents and volunteers to coordinate programs.
- Establish and maintain effective working relationships internally and with partner Agencies, recognize the value and interact respectfully with clients with various cultural differences and create a work environment where individual's differences are valued.
- Mediate disagreements, maintain order and make independent decision when issues arise.
- An essential function of this position is to be able to lift, load and unload up to 50 pounds frequently into a vehicle, with or without reasonable accommodation.

**EDUCATION:** Equivalent to the completion of the 12<sup>th</sup> grade. Graduation from a four-year college or university with major course work in related field.

**EXPERIENCE:** 1-2 years related experience working with low income communities, seniors or individuals with special needs. Experience or certification in peer support/community healthworker models, experience working with youth and families and bilingual/bicultural are preferred but not required.

**SUBSTITUTION:** Any combination of experience and education on a year for year basis up to a maximum of four years of responsible community or social service experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work, has been demonstrated and ascertained.

**LICENSE OR CERTIFICATE:** Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates.

**COMPENSATION:** The pay range for this position \$18.20 - \$23.23 per hour with a generous benefits package which includes a generous paid time off program and Agency sponsored medical, dental and vision coverage.

**APPLICATION PROCEDURE:**

[Click here](#) to complete an online application.



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Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, performance examinations and/or a pre-employment personality assessment. Responses to supplemental questions are required if applicable.

This position is covered by Union Representation, AFSCME Local 3267.

**Note:** This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good shall establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

**POSTING DATE: September 18, 2019**

**CLOSING DATE: September 24, 2019**

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.