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Homes. People. Partnerships. Good. www.homesforgood.org

Homes for Good cares deeply about the health and safety of our residents, employees and job applicants. As a precautionary measure in response to the current COVID-19 pandemic, Homes for Good will use electronic communication tools such as teleconferencing or video conferencing during our hiring process in lieu of traditional in-person interviews to maximize social distancing.

Homes for Good is seeking two Resident Services Specialists to join our team!

RESIDENT SERVICES SPECIALISTS
Posting # 03.04.2021
Salary - \$3,414.04 - \$4,357.27 per month

WHO WE ARE

Homes for Good Housing Agency is a high performing public 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 Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, 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 mission driven organization.

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.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

OUR SUPPORTIVE HOUSING DIVISION TEAM

Our Supportive Housing Division provides housing and supportive services directly to the people who need it most and our cross-functional team is dedicated to providing exceptional customer service while supporting our residents in achieving stability and success. The Supportive Housing Division consists of the Property Management, Resident Services and Maintenance departments. Our combined programs help over 900 households increase stability, access to opportunity, and success in housing.

WHAT YOU WILL DO FOR OUR TEAM

As a key role in our Resident Services Department, the Resident Services Specialist assists in administering programs for participants and residents to increase self-sufficiency. This position works directly with residents and community partners to bring services, resources, information, classes and events to Homes for Good communities. This position also assists with clerical duties related to the needs of the Supportive Housing Division including but not limited to tracking participation, data entry, generating reports, budget tracking and other clerical duties as assigned.

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.*

- Implementing programs on-site that serve the needs of residents at various agency properties.
- Coordinating and overseeing community events.
- Coordinating volunteers for food distribution programs at participating sites including Senior Grocery, Extra Helpings, Meals on Wheels and Summer Lunch Programs.
- Gathering and tracking information regarding resources, agency services, relevant classes and community events.
- Assuring that information about classes, resources and events is disseminated to residents.
- Assisting in evaluation and reporting by tracking services delivered and entering information into a data base in a timely manner
- Other duties as assigned.

COVID-19 RELATED CONTEXT

In response to the COVID-19 pandemic and physical distancing restrictions in Lane County, many of our staff are currently working remotely. However, due to the in-person nature of the role, this position is not eligible for remote work.

We have implemented policies and procedures designed to protect our team members from COVID-19 exposure. Employees are provided and trained on the contents of our COVID-19 Infection Control Plan.

If you are interested in this position and would like to review our COVID-19 Infection Control Plan, feel free to review the plan linked below.

[Homes for Good COVID-19 Infection Control Plan](#)

WHAT WE ARE LOOKING FOR

Studies have shown that women and people of color are less likely to apply for jobs if they don't meet every one of the qualifications listed. We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at hr@homesforgood.org.

IDEAL QUALIFICATIONS:

The ideal candidate will have knowledge and experience in the following areas:

- Foundational understanding of community resources, services systems, landlord/tenant rights and responsibilities and conflict resolution.
- Working with individuals and families living with disabilities, including navigating mental health and youth & family service systems.
- Mission focused with a desire to support the critical work of housing those in need.
- Forward thinking. The ideal candidate must be able to anticipate issues and work to resolve those issues before escalation of conflict.

ABILITY TO:

- Understand, interpret and explain pertinent Agency policies and procedures as well as pertinent Federal, State and local laws, codes and regulations.
- Exemplify traits that reflect the Agency's culture, including integrity, customer services, 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 an efficient and 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.
- Maintain regular and consistent attendance.
- Gather and track information; 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 differences are valued.
- Mediate disagreements, maintain order and make independent decisions when issues arise.
- Lift, load and unload up to 50 pounds frequently into and out of a vehicle.

EXPERIENCE & TRAINING GUIDELINES:

Any combination of experience and training that would provide the knowledge, skills and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

EXPERIENCE:

The successful candidate will likely have 1-2 years related experience working with low income communities, seniors, and people with disabilities. Experience or certification in peer support/community health worker models is encouraged. Experience or certification in peer support/community health worker models. Bilingual/cultural experience preferred by not required.

TRAINING:

The successful candidate will likely have a high school diploma or equivalent. A four-year degree in social services, public administration or related field is valuable, but not required for this role.

SUBSTITUTION:

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible contracting and/or procurement experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work has been demonstrated.

LICENSE OR CERTIFICATE:

The Resident Services Specialist often drives Agency vehicles during the course of their duties. Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates is required for this position.

BILINGUAL DIFFERENTIAL:

This position is eligible for a bilingual differential of 5.7% upon passing a written and oral proficiency exam. Candidates who are bilingual in English and Spanish are preferred.

WHAT'S IN IT FOR YOU?

COMPENSATION: The pay range for this position \$3,414.04 - \$4,357.27 per month with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 17.33 hours per month and paid family leave.

WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!

PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE

APPLICATION PROCEDURE:

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

Applications will be reviewed for relevant experience, education and training.

All applicants will be required to take a pre-employment assessment upon submission of application materials. A link to the pre-employment assessment will be included in a confirmation email. Applicants who fail to take the pre-employment assessment will not be considered for further consideration.

***The pre-employment assessment is an important step in our hiring process. If you do not receive an email confirmation with a link to the assessment after you submit your application, please check your junk mailbox. If you are unable to locate the confirmation email and assessment link, please email us at hr@homesforgood.org and we will send you the assessment link ***

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

POSTING DATE: Thursday March 4, 2021
CLOSING DATE: Thursday March 18, 2021 at noon PST

This position is represented by 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 will 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. If you require a reasonable accommodation, please contact us at hr@homesforgood.org or at (541) 682-2520, and we can work on making our hiring process more accessible for you.

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. Homes for Good has the exclusive right to alter this position specification at any time, without notice.