

SAN MARCOS HOUSING AUTHORITY RESIDENT SERVICES

Job Description - General

(last update: 8/27/2008)

General Qualifications:

- The employee must have a high school diploma or a G.E.D. certificate and at least two years experience in a social services or health services setting. College credit and/or related work experience will be considered in determining whether or not the candidate has the necessary qualifications.
- All positions require an acceptable driving record, as verified by the Texas Department of Public Safety. Acceptability is affected by the nature of the job.
- All positions require proficiency in operating an Internet-connected personal computer. This includes the operating system and various computer programs including, but not limited to, word processing, spreadsheets, personal information management software, financial management software, desktop publishing, etc.
- The employee must be physically able to carry out the duties required by the position, subject to reasonable accommodations for disabled employees.

In addition to the primary duties of each employee (see Job Description – Specific), each employee of San Marcos Housing Authority (SMHA) Resident Services Department is expected and required to:

- Work cooperatively with other SMHA staff as well as college interns and volunteers.
- Participate in fund-raising activities, including the preparation of grant applications, as requested by the Resident Services Director.
- Accurately and faithfully record services, outcomes, work and leave time, in-kind contributions, etc. in the Online Data Manager.
- Maintain the confidentiality and security of client files and information.
- Provide support to tenant organizations.
- Follow all policies and procedures established for employees in the Resident Services Program.
- Maintain a clean and orderly working space.
- Comply, in good faith, with the instructions of the employee's immediate supervisor or other persons of authority employed by the SMHA.
- Follow established procedures for the safety and security of SMHA residents, buildings, and equipment.

In addition to the duties described above, Resident Services employees must possess certain qualities:

- S/he must be a good role model for residents.
- His/her appearance must be neat and modest.
- S/he must exhibit an honest attitude when facing issues or questions raised by residents.
- S/he must enjoy helping families even when they face multiple challenges and must be able to maintain a patient, caring attitude.
- S/he must be energetic and creative when planning activities or when motivating staff and residents for those activities.

Other duties include but are not limited to the following:

- SMHA supplies and equipment are to be used only for work-related purposes and are not for personal or any other use unless authorized by the SMHA Executive Director or the Resident Services Director.
- Employees should not have keys other than those authorized by the Resident Services Director. These keys are not to be loaned out for any reason, unless authorized by the Director, and must be turned in to the Director immediately upon termination of the employee.
- Employees must not give out or share passwords and security codes to anyone with the exception that they may share their Windows logon password, their voice mail password, and their e-mail password with other employees if necessary to provide backup during absences. If an alarm code must be revealed, it must be changed as soon as possible thereafter. The same applies to passwords for online data management programs. Employees must not allow anyone other than SMHA employees and trusted volunteers to use their office computer unless they are immediately and directly supervising such use. For example, a resident may be allowed to access their personal school, banking, or credit records on the employee's office computer if the employee deems it necessary. Employees may be required to acknowledge and comply with other computer usage and security agreements.
- Employees will be required to receive on-going training and professional development (as it becomes available) which is conducive to improved job performance, including at least one intensive training workshop each year.
- Employees may be assigned other tasks as deemed appropriate for the implementation of Resident Services programs by their immediate supervisor, the Resident Services Director, or the Executive Director.
- Employees must comply with the requirements outlined in the SMHA Employee Manual.

Performance Evaluations:

As soon as possible after the end of the first six months of employment, the Director will evaluate the performance of the employee and determine if transfer to regular status and/or a merit raise is warranted. Thereafter, performance evaluations shall be completed on or about this same date each year and upon termination of the employee. Merit raises will be given consideration at the time of each evaluation. Special evaluations may be made for employees who are not performing at acceptable levels. Changes in rate of pay and/or in employee status can take place only after a full performance evaluation. An unscheduled raise, a promotion, or a demotion will cause the annual performance evaluation to be reset with the next evaluation due one year (or as soon as possible thereafter) from the effective date of the unscheduled raise or promotion.

Miscellaneous:

This job description is intended to summarize the the general features of Resident Services positions and is neither final nor complete. It is understood that all positions require a high degree of maturity and flexibility on the part of the employee and that Resident Services programs are in a state of constant adaptation in response to changing circumstances and as indicated by the experiences of the staff employed by the SMHA to carry out various programs. It is also understood that program changes and changes in funding could lead to the elimination of any position within the department as deemed necessary by the Director. A two-week advance notice will be given whenever possible.

I have read and understand the job description above.

Signature of employee: _____

Date: _____