

DALLAS HOUSING AUTHORITY

JOB VACANCIES

MAY 24, 2022

JOB TITLE: DIRECTOR RESIDENT SERVICES
SALARY RANGE: \$70,565 - \$105,848
LOCATION: HOUSING OPERATIONS

Summary: Under general supervision, plans, coordinates and implements resident services activities and functions to achieve agency goals; ensures compliance of all activities with DHA's mission, vision, values and goals, state and federal laws, and DHA policies and procedures; establishes and monitors operational performance, resident engagement, resident progress in attaining economic self-sufficiency and progress towards attaining goals.

Essential Job Functions: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Manages and directs the activities of Resident Services through appropriate delegation, managerial support, and work supervision; directs activities of Resident Services staff to attain agency goals and exercises accountability measures and procedures.
- Engages in activities to assess the needs of residents, develops plans, solicits appropriate third-party partner service providers, reviews, and recommends entering agreements with third party service providers.
- Plans, prioritizes, and assigns tasks and projects; directs the development of performance standards and targeted outcomes such as percentage increase in resident employment and percentage increase in resident wages resulting from services provided.
- Plans and directs development of a robust menu of appropriate activities for residents of DHA properties that house seniors aged 62 and older.
- Counsels, trains, and coaches staff; monitors work, develops staff skills, and evaluates performance.
- Meets regularly with Resident Services staff for training, support, and guidance; analyzes and evaluates issues and proposals, develops recommendations, and directs the implementation of solutions.
- Provides leadership, direction, and coaching to subordinate employees in the areas of performance management, problem resolution, planning, and work assignments.
- Monitors Resident Services operations and procedures; develops and approves recommendations for improving services and outcomes; assures the satisfaction of customers in quality and responsiveness of services.
- Establishes and maintains a network of employers that offer viable employment opportunities for DHA clients.
- Provides career counseling, job fairs, job readiness and pre-employment skills training for DHA clients.

- Establishes successful collaborations with third party businesses, government, non-profit agencies designed to expand employment opportunities for DHA clients that provide a livable wage or lead to employment offering a livable wage
- Monitors budget and expenditures for programs and services; coordinates information and assures effective communications between Departments and external groups.
- Supports the relationship between DHA, service providers and DHA's constituent population, including any Resident Council or related resident organizations by providing technical assistance and demonstrating courteous, cooperative behavior when interacting with clients, service providers, the general public and DHA staff.
- Enthusiastically promotes the President/CEO's priorities for the operations of DHA.
- Performs other duties as assigned or required.

Knowledge and Skills:

- Knowledge of DHA organization, operations, policies, and procedures.
- Knowledge of applicable statutes, rules, ordinances, codes, and regulations.
- Knowledge of public housing management and occupancy issues and requirements.
- Knowledge of the principles and practices of legal, ethical, and professional rules of conduct.
- Knowledge of techniques and practices for efficient and cost-effective management of allocated resources.
- Knowledge of personnel rules and budgeting systems.
- Knowledge of the principles of record keeping and records management.
- Knowledge of business and personal computers, and spreadsheet software applications.
- Skill in understanding, interpreting, and applying relevant standards and procedures, and applicable Federal rules and regulations.
- Skill in analyzing complex administrative and operational data and issues, evaluating alternatives, and making logical recommendations based on findings.
- Skill in supervising staff, delegating tasks and authority, and coaching to improve staff performance.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in working under pressure of deadlines and establishing and maintaining cooperative working relationships with other DHA staff.
- Skill in effective communication, both verbal and written.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Social Work or Public Administration or a related field (Master's Degree preferred); AND four (4) years of related experience, including two (2) years' experience in the public sector; OR an equivalent combination of education and experience.

DEADLINE TO APPLY: June 7, 2022

Explanation of Hiring Process:

Thank you for your interest in job opportunities with the Dallas Housing Authority. All applications for open posted positions must be submitted via on-line at www.dhadal.com. No on-line applications will be accepted after the noted closing date on the announcement. We encourage you to visit our website often to view and apply for vacant positions with the agency.

DHA is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity and all employees and applicants are treated equally without regard to age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances.