



## JOB DESCRIPTION

<b>Position:</b>	Director of Social Services
<b>Location:</b>	St. Petersburg, FL
<b>Supervisor:</b>	Senior Vice-President/COO
<b>Status:</b>	Full-time Exempt
<b>Starting Salary:</b>	\$70,000.00
<b>Overall Responsibility:</b>	The Director of Social Services is responsible for developing and/or implementing multiple internal PHA programs designed to promote and support participant families in increasing self-sufficiency and independence. The position requires knowledge/understanding of specific grant requirements and multiple general program requirements. Responsibilities include identifying, creating, and maintaining successful partnerships with local training and other service and resource providers. The position requires full accountability for operating under various program/grant requirements, resolution of customer service issues, and responsiveness to stakeholder inquiries. The position must comply with the agency policies, respective grant requirements, and HUD regulations.

### Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Supervise the daily operations of the Family Self Sufficiency, Resident Support Services, and Homeownership Programs.
- Administer, coordinate, and develop plans and evaluation pertaining to the SPHA Section 3 program, including HUD and regulatory requirements; coordinate Section 3 Program activities with appropriate SPHA staff, contractors, and vendors.
- Assist staff in planning and organizing new programs and modifying existing programs based on the needs of the residents, available community services and available funding.
- Partner with community organizations, public agencies, governmental entities and educational institutions to promote SPHA programs and activities; through development of memorandums of understanding.
- Facilitate the ongoing efforts to enhance the Jordan Park Community Garden.
- Coordinate with Asset Management and Housing Choice Voucher Departments to facilitate program participation.

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- Manage relocation efforts, including completion of needs assessments, convening resident and community meetings, and ensuring affected eligible residents receive required relocation benefits.
  - Oversee initiatives and programs to improve the quality of life of residents and tenants, such as case management, youth internships, financial literacy workshops, sports and recreation programs, and wellness programs.
  - Maintain confidentiality of applicable information and resident data.
  - Prepare project proposals and budgets to obtain funding for programs; research possible sources of grant funding.
  - Develop the annual Resident Services department budget with adequate resources to carry out the mission of the department and monitoring financial results (budget vs. expenditures) on an ongoing basis.
  - Present information related to SPHA activities at community meetings and to stakeholder groups, representing the agency in a professional manner.
  - Facilitate and oversee Resident Advisory Board meetings and activities.
  - Assist in the development and implementation of programs designed to communicate SPHA's mission and services to the community, including marketing initiatives through promotional literature, internet and related electronic formats.
  - Supervise staff by assisting in program development and implementation, setting goals and performance standards, coordinating work among the various programs and evaluating program results in meeting program performance standards and goals.
  - Regularly audit program files to assure files reflect services provided and meet requirements.
  - Perform other duties as assigned.

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### **Supervisory Authority**

Exercises direct leadership over all operations, employees, and employee work actions for the Family Self-Sufficiency (FSS), Resident Support Services (RSS), SPHA Homeownership, SPHA's Section 3, and other social service programs.

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### **Supervision Provided**

Operates under direct general supervision of the SPHA Senior Vice President/COO.

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### **Knowledge, Skills, and Abilities Required**

#### **Knowledge of:**

- Leadership principles, effective supervisory skills, and applicable employment laws
- Family Self-Sufficiency program regulations
- Resident Opportunities and Self Sufficiency (ROSS) Grant program requirements
- Housing Choice Voucher Homeownership program requirements
- Requirements under Section 3 of the Housing and Development Act of 1968

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**Skills in:**

- Establishing and developing community relationships
- Interpreting federal regulations
- Good judgment and decision making
- Effective time management and strong organizational skills
- Effective oral and written communication
- Partnership and team building
- Computer proficiency in MS Office.
- Able to operate internet applications, case management software, email, and proprietary software programs.

**Ability to:**

- Handle heavy workload conditions, calmly and efficiently
- Sit at a desk or conference table for extended periods
- Organize for a fast-paced environment
- Deal with public in an effective, professional, and courteous manner
- Maintain effective working relationships with clients, owners, supervisors, and colleagues

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**Physical Requirements**

- Ability to physically meet with prospective and active partners in the community
- Possess the level of manual dexterity sufficient to operate terminal keyboard, telephones, fax/copy machines and general office supplies
- Ability to sit at a desk or conference table for extended period
- Frequently move about the office and access stored files and records
- Ability to move, handle, or lift moderately heavy objects such as computer equipment

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**Education and Experience Required**

Bachelor's degree in Social Work, or related field supplemented with five to ten years experience in social services, human services, housing or similar work in a client service setting; or any equivalent combination of education, training and experience which SPHA determines provides the necessary knowledge, skills and abilities.

A Master's degree and at least three years of management or supervisory experience in a related industry is preferred.

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**Other Requirements**

Family Self-Sufficiency (FSS) certification must be obtained within 12 months of employment. Must possess valid driver's license.

*SPHA is an Equal Opportunity Employer*

*Reasonable accommodations may be made to otherwise qualified individuals with disabilities*