

OPEN RECRUITMENT

Job Announcement

June 26, 2019



Position Title: Relocation Specialist
Openings: Two (2)
Supervisor: Vice President, Housing Operations and Client Services or Designee
Classifications: Exempt
Salary: Negotiable
Closing Date: Until Filled

To apply for this position, check [here](#):

SUMMARY:

Under the direction of the Vice President, **Housing Operations and Client Services or Designee**, the Relocation Specialist supports the mission and operational objectives of FWHS planning and executing a series of short and long term moves involving our clients from all programs, including, RAD, Public Housing, Special and Housing Assistance Programs from property-sites to other dwellings while their housing units are being renovated, demolished or replaced. The Relocation Specialist will function as the face and contact with residents during relocations; perform a variety of duties related to resident relocation including educating residents about their relocation opportunities, alternatives, rights and responsibilities; to present relocation information at community-wide meetings; counsel residents one-on-one; work with moving companies, utility companies, apartment managers, etc.; to ensure a smooth relocation process for residents; assist in conducting community surveys; support residents with completing housing application and in passing private landlord screening criteria; etc.

In this context, the incumbent in this position will collaborate with others at all levels of the organization and with external stakeholders in the consideration of significant goals, concepts, initiatives, and other activities that profoundly affect FWHS, its employees, and the people that it serves.

ESSENTIAL 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.

- Work with community clients/residents on relocation planning and implementation; attend community-wide meetings and presents and/or interprets/translates general information on relocation in a community meeting setting, or as needed; work with team members to conduct one-on-one counselling sessions and assist families (by explaining housing options) in making a final relocation choice.
- Communicate and respond to the needs and questions of residents during relocation and assists in making this process a smooth one for all residents, including working with moving companies, utility companies, apartment owners and managers, HCV staff, community managers, and on-site and community based agencies.
- Work closely with Asset Management staff to engage and assist families at risk for eviction.
- Works closely with the 504/ADA Reasonable Accommodation Coordinator in relocating clients with special needs, including identification of available units in FWHS properties.
- Works closely with Third Party Property Management Companies in relocation activities;
- Calculate and implement RAD utility allowances annually.
- Work with "over income" families for alternative housing options.
- Work closely with the Vice President, Resident & Community Relations and other staff to maximize resident involvement in planning the relocation and re-occupancy process.
- Effectively communicate resident concerns, issues and questions to fellow team members.
- Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the unit/department initiatives and goals, agency mission through a spirit of service, teamwork and respect.
- Participate with other service providers, staff and volunteers in communicating and coordinating available services.
- Perform other related duties as assigned and/or required.





QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB COMPETENCIES:

Knowledge of:

- Principles and practices of program development and implementation;
- Challenges, needs and lifestyle issues of the physically, mentally, socially and economically disadvantaged;
- Housing options, community resources and services for low-income families; elderly persons and persons with disabilities;
- Principles of community organizing and resident driven initiatives;
- Methods and techniques of conflict resolution;
- Modern office equipment including computers and applicable software applications and peripheral equipment;
- Principles and practices of record keeping, accounts and report preparation;
- Basic mathematical and accounting principles;

Ability to:

- Exemplify traits that reflect the Agency's culture, including integrity, a customer service orientation, cultural sensitivity, trustworthiness, flexibility and a willingness to change;
- Read, analyze, and interpret complex regulation rules, regulations and plans;
- Communicate complex relocation rules, regulations, and plans in a simple language to a wide variety of audiences;
- Evaluate the needs of residents and provide appropriate information as it relates to relocation;
- Work effectively with people from diverse social, economic and racial backgrounds;
- Work effectively with people from all age groups including families with children, the elderly, and the disabled;
- Resolve conflicts using effective conflict resolution techniques;
- Prepare clear and concise reports;
- Communicate clearly and concisely both orally and in writing;
- Work as part of a team and assumes the lead when appropriate;
- Establish and maintain effective working relationships with those contacted in the course of work including social workers, property managers, FWHS staff, the general public and residents;
- Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations;
- Effectively present information and respond to questions from groups of managers, clients, customers, and the general public;
- Organize and coordinate work schedules and to communicate tasks and strategies with others;
- Work independently and organize time effectively;
- Work a flexible schedule including frequent evenings and weekends;
- Aptitude and interest necessary to further develop knowledge and abilities.





EDUCATION AND/OR EXPERIENCE:

A Bachelor’s Degree preferred from an accredited college or university with course work in social work, education, psychology or related field, and a minimum of three (3) years housing experience or an equivalent combination of education and experience. Knowledge of public housing service coordination to include case management, referral to appropriate educational and training opportunities, assistance in obtaining viable employment, tracking program participants, and providing program reports in a timely manner.

Employee must possess a valid Texas driver’s license or acquire one within the first 30 days of employment and be eligible for coverage under the Authority’s fleet auto insurance.

TECHNICAL SKILLS:

To perform this job successfully, an individual should have average abilities using computer software such as MS Word, and Outlook, and capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required by assigned tasks.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

The noise level in the work environment is usually quiet.

