



# Housing Authority

OF THE  
City of Shreveport



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## **RESIDENT SERVICES DIRECTOR**

### **General Description of Position**

The Resident Services Director supports the Housing Authority's mission by providing quality management, leadership, and oversight of the partnerships, programs, and activities of the Resident Services Department, including but not limited to the Family Self-Sufficiency program, Homeownership Program, Substance Abuse Prevention Programs, Financial Counseling and supportive services for formerly homeless individuals and families. The Director supports and supervises staff and develops and implements programs based on resident needs.

### **Essential Functions**

- Develop and maintain a comprehensive network of education, job training, drug prevention and education, economic development, and supportive services for individuals and families.
- Oversee and administer contracts and memorandums of understanding with appropriate community partners.
- Attend appropriate community meetings to increase access to resources and to support agency goals.
- Work with other Housing Authority staff to coordinate and improve services for residents living in HUD subsidized units (Public Housing and Section 8) and Housing Authority owned units.
- Work with community leaders, Housing Authority Program Managers, and tenants to identify tenant needs, leverage support, implement solutions, and support agency goals.
- Research similar programs and conduct literature reviews on a regular basis to ensure programs are effectively and efficiently run.
- Conduct research and write grants to obtain needed funding to support all Resident Services programs.
- Plan and coordinate special events and programs as assigned.
  
- Regularly audit program files to assure files reflect services provided and meet requirements.
- Supervise staff who administer self-sufficiency, homeownership, substance abuse prevention, financial counseling, homeless housing and other resident services.
- Provide individual support and assistance to Resident Services staff.
- Act as liaison between program participants and various community resources.
- Promote agency mission and strategic plan by writing objectives into staff performance plans.
- Prepare reports for the program by individual participants and submit to the Executive Director.

### **Education and Experience**

- Minimum education requirement: Bachelor's degree in Social Sciences or related field from an accredited college or university.
- Five (5) years of responsible community or social service experience that includes case management.
- Possession or the ability to obtain a Family Self-Sufficiency Certification.

### **Compensation/Benefits:**

- Starting Salary: \$62,000 - \$67,000 (based on qualifications and experience)
- Health, dental, vision and life insurance
- 401(k) Plan
- Paid annual and sick leave
- Paid holidays

**To apply, submit resume to: [brcollins@hacsla.com](mailto:brcollins@hacsla.com)**