

Resident Enhancement Specialist Cheyenne Housing Authority

Job Summary

Enhance the community living environment and foster successful tenancy at the Burke HighRise, Stanfield Manor, Storey Boulevard Apartments, and Indian Hills Manor by leading and/or supporting a variety of activities to encourage successful tenancy, strengthen the resident community, and build/sustain tenant self-sufficiency. The Resident Enhancement Specialist reports directly to the Lead Public Housing Specialist.

Job Duties/Expectations:

In each property perform the following functions:

1. Resident Welcome and Orientation
Work with Security Managers to ensure that new tenants at each property are welcomed and familiarized with primary lease requirements, unique house rules and property amenities.
2. Resident Council
Participate in Resident Council meetings and work with each property's Resident Council to:
 - a. Inform/train the Resident Council to appropriately perform its responsibilities
 - b. Identify and implement methods to address resident community concerns and to improve the resident community at each property.
 - c. Encourage all tenants to participate in Resident Council meetings
 - d. Encourage the development of a Neighborhood Watch program
3. Resident Enhancement
Deliver or coordinate the delivery of training and educational information about:
 - a. How to be a good tenant
 - b. How to be a good neighbor
 - c. Benefits of participating in CHA's Senior Programs
 - d. Benefits of participating in CHA's Family Self Sufficiency Program (FSS)
 - e. How to keep the property free of bed bugs and pests
 - f. How to resolve conflicts with others
 - g. Financial management: How to create and use a household budget and how to improve your credit score
 - h. Supportive services available through community organizations
4. Community Enhancement
Work with the resident community to identify and encourage constructive community interaction by:
 - a. Preparing and delivering birthday and holiday cards to residents
 - b. Convene and/or coordinate with residents to convene resident activities, including:
 1. Birthday parties

- 2. Holiday events
 - 3. Picnics
 - 4. Appreciation events
 - 5. Game night
 - c. Create and distribute a calendar of monthly activities
 - d. Encourage volunteerism
 - 1. Send thank you notes to people who help with events or donate items
 - 2. Acknowledge volunteers at an Appreciation Meal
5. Supportive Services
- Work with community organizations to 1) build and maintain positive professional working relationships 2) develop and regularly update a supportive services resource handbook and 3) connect residents in need with relevant services. The supportive services resource handbook should include contact information and summaries of services available to residents, such as:
- a. 2-1-1 Wyoming
 - b. Aging services
 - c. Health insurance
 - d. Childcare
 - e. Chore services
 - f. Citizenship
 - g. Crisis support
 - h. Domestic violence
 - i. Financial services
 - j. Food support
 - k. Legal services
 - l. Mental health
 - m. Neighborhood guide
 - n. Pest control
 - o. Non-CHA housing resources
 - p. Rent assistance
 - q. Security deposit
 - r. Social Security
 - s. Technology
 - t. Transportation
 - u. Utility bill assistance
 - v. Veteran's
6. Prepare and submit to the Lead Public Housing Specialist weekly progress reports documenting accomplishments related to the above functions, including the compilation of property-specific:
- a. Names and dates new tenants welcomed/oriented
 - b. Dates attended and participation/progress summary of each Resident Council meeting.

- c. Resident enhancement events and trainings performed including dates and names of participants
- d. Community enhancement event descriptions and dates performed, participant names.
- e. Supportive services resource handbook updates performed

Work Time

This is a part-time position. The Resident Enhancement Specialist must work during regular office hours and other times as required.

Physical Demands

Drive a personal vehicle to CHA properties listed in Job Summary above.

Work is performed in an office environment with occasional travel to training and other meetings. This position requires prolonged sitting, standing, walking, reaching, kneeling, bending, and stooping in the performance of daily duties.

Required Job Skills

- a. Valid current Wyoming Driver's License
- b. Good driving record.
- c. Successfully pass a criminal background check.
- d. Additional skills required of the Resident Enhancement Specialist are listed in the attached Core Competencies of all CHA and HOM, Inc. Staff, and in Job-Specific Competencies of the Resident Enhancement Specialist.

Compensation and Benefits

Compensation will be based upon experience. The Cheyenne Housing Authority provides competitive full-time employee benefits including health insurance for the employee, life insurance for the employee, annual and sick leave, and participation in the State of Wyoming retirement program.

Core Competencies of All CHA and HOM, Inc. Staff	Behavior and skills expected of all employees to achieve the objectives of the Cheyenne Housing Authority and HOM, Inc.
Initiative and Creativity	<ul style="list-style-type: none"> • Plans work and carries out tasks without detailed instructions; • makes constructive suggestions; • prepares for problems or opportunities in advance; • undertakes additional responsibilities; • responds to situations as they arise with minimal supervision; • creates novel solutions to problems; • evaluates new methods as potential solutions to existing problems.
Judgment	<ul style="list-style-type: none"> • Makes sound decisions; • bases decisions on facts rather than emotion; • analyzes problems logically to reach solutions.
Cooperation / Teamwork	<ul style="list-style-type: none"> • Works harmoniously with others to get the job done; • responds positively to instructions and procedures; • able to work well with staff, co-workers, peers, and managers; • shares critical information with everyone involved in a project; • works effectively on projects that cross functional lines; • helps to set a tone of cooperation within the work groups; • coordinates own work with others; • seeks opinions; • values working relationships; • when appropriate, facilitates discussion before decision-making process is complete.
Quality of Work	<ul style="list-style-type: none"> • Maintains high standards despite pressing deadlines; • does work right the first time; • corrects own errors; • consistently produces accurate, thorough, professional work.
Reliability	<ul style="list-style-type: none"> • Personally responsible; • completes work in a timely, consistent manner; • is regularly present and punctual; • arrives prepared for work; • is committed to doing the best job possible; • keeps commitments.
Support of Diversity	<ul style="list-style-type: none"> • Treats all people with respect; • values diverse perspectives; • encourages a supportive work environment for all staff; • shows sensitivity to individual differences; • treats others fairly without regard to race, sex, color, religion, or sexual orientation; • recognizes differences as opportunities to learn and gain by working together; • values and encourages unique skills and talents; • seeks and considers diverse perspectives and ideas.

Job-Specific Competencies of the Resident Enhancement Specialist	Job-specific behaviors and skills required of the Resident Enhancement Specialist
Job Knowledge / Technical Knowledge	<ul style="list-style-type: none"> • Demonstrate a complete understanding of Public Housing and Section 8 programs and CHA policies; • applies knowledge to identify and resolve problems; • exercise independent thinking and exercise independent judgment in the performance of duties; • demonstrated ability to effectively operate a computer, make math computations, organize files, operate a telephone and calculator; • works to develop additional job and technical knowledge.
Quantity of work	<ul style="list-style-type: none"> • Produces an appropriate quantity of work; • able to manage multiple projects; • organizes tasks and adjusts priorities appropriately.
Communication	<ul style="list-style-type: none"> • Writes and speaks effectively, using language and an approach appropriate for the situation; • communicates effectively when making group presentations; • demonstrates openness and honesty; • listens well during meetings and feedback sessions; • explains reasoning behind own actions; • asks questions to ensure understanding; • uses consideration and tact when working with the public.
Customer Service	<ul style="list-style-type: none"> • Listens and responds effectively to customer questions; • respects all internal and external customers; • uses a team approach when dealing with customers.
Problem Solving	<ul style="list-style-type: none"> • Recognizes a problem as it develops; • notifies supervisor of problems in a timely manner; • gathers problem-solving information from supervisor; • when needed, adapts well to changing priorities, deadlines, and directions; • performs well even under pressure, criticism or tight deadlines.
Compliance / Attention to Detail	<ul style="list-style-type: none"> • Is compliance focused in a fast-paced environment; • follows detailed procedures and ensures accuracy in documentation and data; • concentrates on routine work details; • organizes and accurately maintains records; • meets deadlines.
Flexibility	<ul style="list-style-type: none"> • Remains open-minded and changes work habits to improve performance; • performs a wide variety of tasks and changes focus quickly as demands change; • manages transitions from task to task effectively;

	<ul style="list-style-type: none"> • adapts to varying customer needs; • is responsive to supervisory direction.
Organization	<ul style="list-style-type: none"> • Able to manage multiple projects; • able to promptly locate files; • able to determine project urgency in a practical way; • uses goals to guide actions.
Staff Development	<ul style="list-style-type: none"> • Works to improve performance by continuous learning and supervisory feedback; • exhibits a can-do approach; • works well as a team member.
Quality Control	<ul style="list-style-type: none"> • Maintains high standards despite pressing deadlines; • seeks to do work right the first time and inspects work for accuracy; • recognizes that accurate files lead to good customer service and increased performance.
Values and Ethics	<ul style="list-style-type: none"> • Demonstrates respect of people and CHA's and HOM, Inc.'s principles; • Participates in the creation of a respectful work environment; • Is accountable for own actions.