

JOB OPPORTUNITY

HOUSING AUTHORITY OF THE CITY OF HIGH POINT

Position Title: Relocation Specialist

Application Deadline: Until filled

SUMMARY

The purpose of the Relocation Specialist position is to function as the contact with residents during relocations at the directive of the supervisor, Vice President of Asset Management. Performs 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, utilities, apartment managers to ensure a smooth relocation process for residents; assist in conducting community surveys; support residents with completing housing applications and in passing private landlord screening criteria, etc.

The incumbent in this position will collaborate with other relative Housing Authority of the City of High Point (HPHA) employees and external stakeholders at the directive of the supervisor in the consideration of significant goals, concepts, initiatives and other activities that profoundly affect the HPHA. Prepares and maintains records and performs clerical duties. Employee will perform related work as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The statements below 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.

- Works with community residents on relocation planning and implementation; attends community-wide meetings and presents and/or interprets/translates general information on relocation in a community meeting setting, or as needed; works with team members to conduct one-on-one counseling sessions and assists families by explaining housing options in making a final relocation choice.
- Communicates and responds 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, Housing Management staff, community managers and on-site community-based agencies.
- Works closely with Asset Management/Section 8 staff to engage and assist families at risk of eviction.
- Works closely with other staff to maximize resident involvement in planning the relocation and re-occupancy process.
- Effectively communicates resident concerns, issues and questions to supervisor.

- Participates 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 core strategies and mission through a spirit of service, teamwork and respect.
- Participates with other service providers, staff and volunteers in communicating and coordinating available services.
- Performs other duties as assigned.

QUALIFICATIONS

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 person 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 recordkeeping, accounts and report preparation;
- Pertinent federal, state and local laws, codes and regulations; and
- Basic mathematical and accounting principles.

Education and/or Experience

High school diploma or equivalent supplemented by two (2) years of college in social work, social services or related field. Bachelor's degree preferred. Three (3) years' of increasingly responsible experience in project planning, and social services delivery with families and persons who are elderly and/or disabled. Experience with tax credit and other affordable housing finance products. An equivalent combination of education and experience may be considered.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions 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 frequently required to maintain a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; repetitive keyboarding; reaching and grasping; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via e-mail and telephone. The employee must occasionally transport weight up to 30 to 50 pounds.

EOE

**APPLY ONLINE AT WWW.HPHA.NET
AND SEND RESUME TO RMATTHEWS@HPHA.NET.**