



YAKAMA NATION HOUSING AUTHORITY

611 South Camas Avenue, P.O. Box 156, Wapato, WA 98951

Phone: 509-877-6171 Fax: 509-877-7830

Yakama Nation Housing Authority Posted Jobs

Job #	Position	Start Wage	Open	Close
#2020-17	Resident Service Specialist-F/T Regular	\$13.50/hr	Thursday Aug 20,2020	Until filled

Application Process: Submit a current Yakama Nation Housing Authority Employment Application (applications available online) to:

Drop box front door: 611 S. Camas Ave., Wapato, WA

Mail: PO Box 156, Wapato, WA 98951

Employment application will be date stamped and accepted during regular business hours and must be completed entirely. Please have any other documents included in packet you want to include to be reviewed. **Or by fax: (509)-877-1002.**

If you have any questions, please feel free to contact YNHA Human Resources at crystal@ynha.com

***Complete job announcement & YNHA Employment application is available online.**

*Indicate Job Announcement Number on YNHA application for posted jobs.
It is the applicants responsibility to update his/her application. On file for 6 months.
Complete application, print & sign for each posted job announcement.
Make certain all information is legible.

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Job Title: Resident Services Specialist
Reports to: Resident Services Supervisor
Average hours per week: 40

Dept: Housing
FLSA Status: Non-Exempt

Program Responsibilities:

The Resident Services Specialist is responsible to provide referrals, training and limited counseling to residents and applicants so that they comply with all applicable policies, rules and regulations. The Resident Services Specialist is responsible to work with social service agencies so that the resident becomes more self sufficient in terms of education, work skills, employment, etc. The incumbent is also responsible for accurately assessing the appropriateness of each family's future or continued occupancy of YNHA housing. The incumbent is expected to respect and follow all YNHA policies and enforce all applicable Tribal, YNHA and HUD regulations.

Supervisory Relationships:

The Resident Services Specialist receives direction from, is supervised by, and reports to the Resident Services Supervisor. The Resident Services Specialist is part of the team that provides services to residents and as such is expected to raise and discuss issues and concerns that arise from her/his work and to propose actions to address them.

Standards of Performance:

The individual displays a positive attitude and maintains a cooperative working relationship with others including immediate supervisor, managers, other employees, and the Executive Director. The individual performs all duties and responsibilities in a timely and efficient manner according to established schedules, procedures, and policies. The incumbent will demonstrate good judgment and report problems to the Resident Services Supervisor.

Work Environment

The employee's work is primarily in-office, but also involves visits to housing developments, resident's homes, tribal court, the offices of other agencies, community centers and meeting halls. The employee may be exposed to extreme weather and to usual hazards associated with housing developments. Sitting, stooping, walking, standing, and light lifting are required. Extensive computer usage required.

Duties:

- Assures compliance with HUD and YNHA's policies and procedures and tax credit units.
- Maintains an up-to-date file on each participant to contain the documentation as required by the YNHA's policies and program regulations.
- Addresses complaints, disputes or fraud involving tenants/homebuyers and briefs the Resident Specialist Supervisor and Housing Manager.
- Coordinates the issuance of termination notices, evictions and noncompliance leases with legal cause and provide case notes, letters or any correspondence sent to tenant to be justified in the file.
- Maintain excellent record management and documentation.

- If requested; required to provide monthly reports to the Resident Services Supervisor.
- Advises tenants/homebuyers of deficiencies in compliance and/or housekeeping requiring correction and sets deadline for such correction in accordance with YNHA policy.
- Maintains close contact with other service agencies and/or organizations to provide information and referral service to tenants/homebuyers.
- Receive and respond appropriately to all resident complaints
- Incumbent prepares notes, reports and other documents to enforce YNHA and HUD regulations which may result in eviction of non-compliance residents.
- Conducts annual inspection and submits work orders to Maintenance Department when units seem to need attention or repairs.
- Provides back-up/relief coverage to the front desk.
- Performs other essential tasks and duties as assigned.

Knowledge and Abilities:

- Knowledge of personal computers, especially Microsoft Word and Excel
- Knowledge of federal, state, and tribal laws, rules, and regulations pertaining to low income housing and Authority policies and procedures on such housing.
- Knowledge of public agencies and referral procedures in cases of domestic violence, child abuse, alcohol/drug abuse, gamblers anonymous, etc.
- Ability to prepare notes, keep records, case files and reports accurately and completely.
- Ability to manage conflict under difficult situations.
- Ability to work individually and as part of a team to achieve planned goals or objectives.
- Ability to develop an action plan to address problems.
- Ability to establish and maintain effective working relationships with co-workers, residents, and persons outside the authority.
- Ability to handle a large caseload of families.
- Ability to organize, establish priorities and meet deadlines for work.
- Ability to work with and maintain confidential data, which if disclosed might have adverse internal/and or minor external effect.

Requirements: A Valid Driver's License at the time of appointment and throughout employment is required for this position. Must qualify to drive an YNHA vehicle for insurance purposes.

Drug Free Work Place: The Yakama Nation Housing Authority has a "Drug Free Workplace Policy." All employees are subject to pre-employment, random drug tests and testing when the use of alcohol or drugs in the workplace is suspected.

Indian Preference Policy: In accordance with Section 101(k) of NAHASDA, Yakama Nation Housing Authority applies Yakama Tribal preference in employment, as established by Resolution CG-05-2012 of the Yakama Nation General Council.

Phylisni Alexander
Housing Manager

12/4/2019
Date

Prister Hami
Deputy Director

12/4/2019
Date

[Signature]
Executive Director

12/4/19
Date

This is to acknowledge that I have received my job description and I have been given a copy for the position which I have accepted.

Employee's Printed Name

Date

Employee's Signature