



Lummi Indian Business Council

2665 Kwina Road · Bellingham, Washington 98226 · (360) 312-2000

'Working together as one to Preserve, Promote and Protect our Sche Lang en'

JOB ANNOUNCEMENT

JOB TITLE: Housing Resident Advocate
Lummi Nation Housing Authority (LNHA)

OPEN: June 14, 2018

EXEMPT: No

SALARY GRADE: \$17 Per Hour

SHIFT: 40 Hrs a Week/Flexible

LOCATION: Lummi Housing Authority

DURATION: Regular Full Time

CLOSES: June 27, 2018

JOB CODE:

DIVISION: Lummi Nation Housing Authority

DEPARTMENT: LNHA

SUPERVISOR: LNHA Executive Director

VACANCIES: 1

JOB SUMMARY: The successful *Housing Resident Advocate (HRA)* will be an energetic “people-person”, and an enthusiastic team player who is comfortable working in the field (*primarily tenant’s homes and community events*) as well as in an office setting. The *Housing Resident Advocate* must have a social service background, and a previously demonstrated ability to effectively interact with individuals and families in a social service setting. The *Housing Resident Advocate* is responsible for facilitating any resources that may be available in order to meet the needs of resident families. The position requires effective coordination with other organizations as well as a significant amount of written documentation in the form of notes, logs, and a variety of reports. Consequently, the position requires written proficiency, and the proven ability to work within groups. Knowledge of the Lummi tribal community and its familial relationships is highly desirable. Under the general supervision of the *LNHA Executive Director*, the *Housing Resident Advocate* will be expected to carry out these RESPONSIBILITIES with only a limited amount of supervision.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES of the *Housing Resident Advocate* will include:

- Responsibility for maintaining personal contact with assigned families on *at least* a weekly basis; documenting all contacts, and conducting inspections.
- Responsibility for facilitating resident training in the form of move-in/move-out orientation, tenant skills workshops, financial literacy training, resident neighborhood meetings, etc.
- Responsibility for identifying, coordinating, and facilitating the delivery of special social, health, and legal services to resident families as necessary.
- Responsibility for documenting contacts, organizing collected data, tracking activities, and reporting on the progress of assigned resident families toward meeting their obligations as residents of Tribal housing, and their desires for better housing opportunities as their needs evolve. The nature and content of reports will be determined by the Executive Director, but will include (*at a minimum*) weekly staff updates, quarterly and annual reports, and oral reports to the Housing Commission, General Council, and LIBC as may be required.

The *Housing Resident Advocate* is expected to perform a wide variety of DUTIES associated with the responsibilities noted above. These include, but are not limited to the following:

- Meet with assigned families at home on (*at least*) a weekly basis.
- Assist and/or personally conduct move-in orientation and inspections for new tenants assigned to the Advocate.
- Arrange for and/or assist in providing basic training for resident families in the areas of household maintenance, financial literacy, safety, rules of conduct, and the governing Policies and Procedures of the Housing Authority as they may apply to a particular resident family.
- Identify any special needs of assigned families, determine appropriate service providers (*if any*), and help facilitate an effective relationship between the special service provider and the family in need.
- Assist the Housing Authority *Finance* and *Collections* sections in communicating with resident families regarding delinquent accounts and any questions about agreed-upon contracts or plans for resolving them. Assist LNHA administrative staff with the preparation of financial reports, audits, and performance reviews as needed--- usually on short notice.
- Coordinate with the *Maintenance Supervisor* all physical work involving housing units for the HRA assigned families. This may involve assisting in the preparation of work orders, scheduling of inspections, documenting progress with written notes and photographs, and at times acting as mediator between contractors and resident families.
- Assist in the preparation of various documents associated with terminations, and other legal processes of the Housing Authority programs; May be required to appear and testify in court on behalf of the LNHA.
- Monitor the conditions of each assigned family's home to ensure that minimum standards of health, safety, and cleanliness are maintained.
- Report any criminal activity or disruptive behavior of assigned families to LNHA Security and Lummi Law Enforcement (*if appropriate*). Document all such incidents and follow-up with a report about the resolution of the case, if known.
- Conduct emergency inspections as required; Document with photographs and written notes; conduct move-out inspections and ensure the completion of close-out paperwork, key return, etc.
- Respond to and assist in resolving neighborhood disputes involving assigned resident families; Respond to complaints regarding Housing Authority decisions or actions; document action taken.
- Attend staff meetings on a weekly, monthly, quarterly, and/or annual basis as may be required by the Executive Director.
- Maintain a daily log of activities.
- Develop reporting formats that are effective, user-friendly, and acceptable to the Executive Director.
- Maintain a separate file on each assigned family; keep file current (*monthly*).
- Deliver official notices to resident families.
- Assist in answering phones when necessary.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.
- Lummi/Native American/Veteran preference policy applies.

KNOWLEDGE, ABILITIES AND SKILLS:

The successful candidate for the position of *Housing Resident Advocate* will have a social service background and a demonstrated ability to carry out the RESPONSIBILITIES and DUTIES of the position as described above. **Minimum** qualifications include:

- An Associate's-level Degree in general education, social service, counseling, or a related field.
- A Demonstrated history of working in a social service setting.
- Proficiency in the use of Microsoft WORD and EXCEL.
- A Demonstrated ability to write clear and concise daily logs, reports, and other correspondence.
- A Demonstrated ability to communicate and coordinate *effectively* with co-workers, supervisors, and other agency personnel.
- A Demonstrated ability to interact with community members in a cordial and *effective* manner.
- The ability to work flexible hours, as frequently required.
- The ability to obtain insurance through LIBC to operate a Tribal vehicle.
- The possession of a valid Washington State Driver's license.
- Native American/Lummi Veteran preference policies apply to this position; others may also apply.

REQUIREMENTS:

- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LIBC Drug & Alcohol Free Workplace Policy.
- Must possess and maintain a valid Washington State Driver's license and meet eligibility requirements for Tribal insurance.
- This position requires regular contact with elders or vulnerable adults, or control over Indian children and is therefore subject to successful and extensive criminal background check, CAMIS background check.
- Must have reliable transportation.

TO APPLY:

To obtain a Lummi Indian Business Council (LIBC) application go to: <http://lnnr.lummi-nsn.gov/LummiWebsite/Website.php?PageID=376> or request by e-mail libchr@lummi-nsn.gov For more information contact the HR front desk (360) 312-2023. Submit LIBC application, cover letter, resume & reference letters no later than 4:30 p.m. on the closing date listed above. If listing degrees or certifications include copies. Mailing Address: 2665 Kwina Road, Bellingham, WA 98226. Human Resource Fax number: 360-380-6991.