



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 Supervisor
Lummi Nation Housing Authority (LNHA)

OPEN: June 14, 2018

EXEMPT: No

SALARY GRADE: \$20 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 Supervisor* will be an energetic, dedicated, service-oriented individual with a proven record of team leadership in the delivery of family support services in a social service setting. The *Housing Resident Advocate Supervisor* must be college-educated, and have relevant, practical experience. In addition to supervisory responsibilities, the *Housing Resident Advocate Supervisor* will serve in the role of *Housing Resident Advocate* as well, requiring a thorough knowledge of the *Housing Resident Advocate* position. The *Housing Resident Advocate Supervisor*, will be responsible for the collection and organization of all data necessary to prepare required programmatic reports and financial statements, and shall prepare such reports as may be required by the *Executive Director*. The successful candidate will have a proven ability to communicate effectively with staff and clients, especially with regard to dispute resolution. The ability to effectively communicate with other agencies is also essential. Arranging for regular training for the *Housing Resident Advocates* will be the responsibility of the *Housing Resident Advocate Supervisor*, as will the procurement of necessary resources to carry out the activities of the *Housing Resident Advocates*.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES Under the general supervision of the *LNHA Executive Director*, the *Housing Resident Advocate Supervisor* will be expected to carry out several **RESPONSIBILITIES** with only limited oversight. These include:

- **RESPONSIBLE FOR:** Providing *effective* leadership. The *Housing Resident Advocate Supervisor* must be a motivational and knowledgeable leader, capable of building a team of *Housing Resident Advocates* who are dedicated, competent, and compassionate;
- **RESPONSIBLE FOR:** Collecting, organizing, and retaining all data necessary to prepare programmatic and financial reports.
- **RESPONSIBLE FOR:** Preparing reports as required by the *Executive Director*. The nature and specific content of the reports will be determined by the *Executive Director*, but will include, at a minimum, weekly update reports of *Housing Resident Advocate* activities, and various quarterly programmatic and financial reports.
- **RESPONSIBLE FOR:** Communicating effectively and coordinating with other Divisions of the Housing Authority, such as *Maintenance*, and other Lummi agencies, such as *Law and Order*, on behalf of the *Housing Resident Advocate* team.

- **RESPONSIBLE FOR:** Identifying appropriate training for *Housing Resident Advocates*, and arranging for such training. Insuring that the *Housing Resident Advocates* team has the resources they need to carry out their mission.

The *Housing Resident Advocate Supervisor* 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 daily with *Housing Resident Advocates* to determine assignments, coordinate activities and resources, and communicate about issues needing resolution.
- Meet regularly with the *Executive Director* to communicate *Housing Resident Advocate* team successes and areas to improve.
- Maintain a daily log of activities.
- Arrange for *Housing Resident Advocates* team-building activities.
- Collect information from *Housing Resident Advocates* regarding contacts, inspections, issues, etc., and organize the data in a logical, reportable fashion.
- Assist the Housing Authority *Finance* and *Collections* sections in providing data concerning delinquent accounts, contracts, etc., and plans for resolving them.
- Assist in the preparation of financial reports, audits, and performance reviews as needed and required by the *Executive Director*. Develop reporting formats that are effective, user-friendly, and acceptable to the Executive Director.
- Participate in the LNHA budgetary process to insure that needs and priorities of the *Housing Resident Advocates* team are clearly understood and addressed in the budget.
- 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.
- Personally process Total Tenant Payment forms (TTP's), and Rent Charge letters, and submit to *A/R Manager* for secondary review.
- Coordinate with the *Maintenance Supervisor* all physical work involving housing units for the *Housing Resident Advocate*-assigned families. This may involve assisting in the preparation of work orders, scheduling of inspections, documenting progress, and at times acting as mediator between contractors and resident families.
- Assist the *Housing Resident Advocate* in resolving tenant complaints and disputes between residents. Document the action taken.
- Serve in the role of *Housing Resident Advocate* as necessary (*see separate Job Description*)
- 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 Supervisor* 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:

- A Bachelor's Degree from an accredited college or university in Social Services or a closely related field, AND/OR 3 years experience working in human services-related fields.

- Three (3) years of progressively responsible, full-time, practical work experience in delivering social services to predominantly low-income resident populations. At least one (1) year of supervisory/leadership experience is required.
- A Demonstrated ability to write clear and concise correspondence and reports.
- 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 will frequently be 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.
- Position requires extensive Criminal Background Check.
- Ability to possibly work flex hours if needed.

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.