

RESIDENT ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position acts as a liaison between the residents and the Housing Authority and Poughkeepsie Common Council. This work involves door-to-door and street contact work in minority and underprivileged locations. The work involves the responsibility for assisting in maintaining effective communications among the participants in the Housing Authority. Employees in this class are expected to provide motivation and stimulation for housing authority groups and organizations to improve housing authority recreational and services and to develop cooperative relationships with the residents in order to get their participation in planned activities and to gather their input into proposed programs or needs. Work is performed under the direct supervision of the Executive Director.

TYPICAL WORK ACTIVITIES:

1. Assists in promoting cooperation and understanding between the residents and the Housing Authority;
2. Clarifies Housing Authority's policies and programs to individuals and conveys residents concerns to administrative staff;
3. Works with residents and helps them to define their needs, solve their problems and encourage their support of Housing Authority programs;
4. Provides Housing Authority staff with insight into residents opinions and feelings;
5. Assists staff in implementing resident input requirements on grants and subsidies;
6. Works closely with staff to provide required assistance with any resident issues;
7. Holds regular meetings with the Joint Tenant council and address their issues;
8. Keeps records of all activities and tenant participation in each activity;
9. Does related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the programs, policies and objectives of HUD, DCRD and the Poughkeepsie Housing Authority; working knowledge of neighborhood and community resources; ability to communicate and establish effective working relationships with people from all socio-economic levels; ability to make simple activity reports; tact; courtesy; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

High School graduation or its equivalent and two years of satisfactory experience in resident activities, such as, a Resident Commissioner, Resident Council member *or* volunteer experience in community action programs or related experience.

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ADOPTED: 06/06/97