



<https://www.duluthhousing.com/jobs/tenant-services-supervisor/>

## Tenant Services Supervisor

### Summary

Under the direction of the Director of Property Management, the Tenant Services Supervisor provides direct service resources, and referrals to residents of HRA owned and/or managed housing, supervises the Tenant Service Coordinator and Social Work (or other) interns, maintains accurate records, oversees resident club activities, and works closely with the property management team. The following are considered essential functions for the job.

### Duties

#### DUTIES:

##### A. Record Keeping.

1. Maintain necessary records of individuals served, information and referral provided, and all other information required and necessary for effective service delivery and reporting.
2. Develop, complete, and submit required paperwork and reports in a timely fashion.
3. Accurately track time worked and spent on various tasks and which building or department time should be billed to.

##### B. Direct Service, Resource, and Referral.

1. Work with HRA Staff and residents to ensure services and supports are in place to maintain residency.
2. Provide resources and referrals to service providers in the community. This includes assessing the needs of residents and coordinating available community resources that can meet those needs, as well as providing follow up with residents to ensure that services and supports in place are continuing to effectively meet their needs.
3. Assist with conflict resolution and crisis assistance.
4. Provide advocacy services.
5. Develop and maintain a Resource Directory for Residents. This directory may include a listing of state and/or local service providers that residents can contact for assistance (e.g. services to families, children, individuals who are elderly, persons with disabilities, emergency assistance, etc.).
6. Establish and maintain connections with community service providers. This includes, but is not limited to: mental health service providers, independent living programs, social services, employment services, health care organizations, and those agencies that provide benefits counseling and financial assistance.

##### C. Supervision of the Tenant Service Coordinator and Social Work Internship Program.

1. Tenant Service Coordinator.
  - i. Supervise the Tenant Service Coordinator and their work at the North Pointe Resource Center and Harbor Highlands Community Center.

Housing and Redevelopment  
Authority of Duluth, MN

### Employment Type

Full-time

### Anticipated Starting Date

TBD

### Job Location

222 East 2nd Street, Duluth

### Working Hours

8:00 AM – 4:30 PM, M – F

### Base Salary

\$ 5548.50 - \$ 6407.50

### Date posted

09/25/2024

### Applications through

28.09.2024

**accepted**

- ii. Ensure programming is appropriate at both centers.
- iii. Supervise the budget for the North Pointe Resource Center, approve transactions, ensure appropriate back up is maintained for any purchases, make deposits, and reconcile monthly.
- iv. Ensure Tenant Service Coordinator is trained in service coordination, resource, and referral; has the tools necessary to be successful in their job; and completes tasks in an efficient and professional manner.
- v. Fill in for the Tenant Service Coordinator when they are absent.

## 2. Social Work Internships.

- i. Work with local universities to supervise students working on their social work or other related degrees as it relates to applicable internships at the HRA.
- ii. Complete and submit all applicable paperwork for the social work internship program.
- iii. Work with qualified community members to sign off on the educational part of the supervision.

## 3. Senior Worker Program or other new initiatives.

- i. Manage the Senior Worker Program with the City of Duluth and Property Management team.
- ii. Explore new initiatives that would benefit residents of HRA owned and managed housing and propose new ideas to the Director.

## D. Resident Clubs.

- 1. Attend Resident Club meetings.
- 2. Help Resident Club officers run efficient meetings.
- 3. Assist in overseeing Resident Club elections.
- 4. Assist with club by-laws and overall Resident Club operations.
- 5. Mediate and resolve conflict between Resident Club members.
- 6. Attend Resident Advisory Board meetings.

## E. Develops and maintains effective working relationships.

- 1. Works closely with the Property Management team on determining the needs of tenants.
- 2. Function as a liaison between tenants and the Management team as needed.
- 3. Explains rules, regulations and procedures, and answers questions about the HRA.
- 4. Talks with tenants and participants regarding a variety of housing issues and assists with developing a resolution or refers them to the appropriate staff.
- 5. Works effectively and fairly with people of all social and economic backgrounds.
- 6. Develops and maintains good working relationships with co-workers, other HRA staff, residents, and community stakeholders.

## F. Performs other duties assigned.

Note: The above is illustrative of the descriptions of the general nature and level of work being performed by people assigned to this job. It is not intended to be inclusive of all responsibilities, duties, and skills required for this position. Any information acquired through employment at the Housing & Redevelopment Authority of Duluth is to remain confidential.

## **Knowledge, Skills and Abilities**

### A. Knowledge, skills, and abilities:

- 1. Excellent computer skills must include the ability to input data, assemble data, compile reports, and establish tracking systems.
- 2. Must be proficient in Microsoft Word, Excel, and related programs.

3. Knowledge of inter-agency and intra-agency/community resources.
4. Knowledge and awareness of human service programs, practices, and procedures.
5. Understanding of Person Centered Thinking, Person Centered Planning, and self-determination.
6. Knowledge of disabilities and related resources.
7. Knowledge of and ability to provide accurate information and assistance to people applying for Federal and State Assistance programs.
8. Knowledge of applicable laws and regulations regarding privacy and confidentiality and the ability to respect laws and regulations.
9. Sound organization skills.
10. Strong oral and written communication skills.
11. Ability to initiate own work projects and work independently.
12. Demonstrated ability to use sound judgement in carrying out oral and written instructions.
13. Ability to organize workload and manage time effectively.
14. Ability to exercise good judgement, perform work in a courteous and diplomatic manner, and establish and maintain harmonious working relationships.
15. Ability to work effectively with people of all social and economic backgrounds.
16. Ability to work with multiple community partners.
17. Ability to conduct presentations and chair meetings.

**B. Education/Experience:**

1. Bachelor's Degree in Social Work, Psychology, Human Services, or related field. MSW preferred.
2. Minimum of two years of experience working with diverse populations including people with disabilities and people who are elderly.
3. Any combination of education and/or work experience as may be acceptable as equivalent by the Executive Director.

**C. License or Certification:** Valid Driver's License is required. There is travel between the various buildings owned and/or managed by the HRA.

**PHYSICAL REQUIREMENT:**

**A.** Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and performing repetitive motions.

**B.** Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and 10 pounds frequently.

**C.** Must possess the visual acuity to read and prepare reports, transcribe, view a computer terminal, and do extensive reading.

**D.** This position requires driving to various community locations. Individuals in this position must have access to reliable transportation, a valid driver's license, current automobile insurance, and be able to transport themselves to areas not accessed by public transportation.

**E.** Much of the work day is spent in the community and may require exposure to outdoor elements including dust, fumes, noise, glare, etc.

**F.** Persons with mental or physical disabilities are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodation

is made to their known limitations. If the accommodation cannot be made, because it would cause the employer undue hardship, such person may not be eligible.

**Benefits and Wages**

The HRA offers a competitive wage starting at \$5548.50 per month. The benefit package, in the current contract, includes health, dental, flexible spending plan, life insurance, long term disability insurance, vacation, holiday, personal, and sick leave, as well as an employer paid retirement plan.