Title: Housing Services Representative I

Division: Housing Management

Location: Pittsburgh Office

Reports to: Manager of Housing Services

Salary Range:

Job Type: Non-Exempt ☐ Exempt ☐

Job Grade: 5

Job Purpose

The Regional Housing Services Representative I performs a high level of review and analysis of service enriched housing programs administered by the Agency. Position is responsible for facilitating the development and implementation of supportive service programs at residential developments financed by PHFA in the region assigned. PHFA currently offers a hybrid work environment which consists of both weekly in office and work at home days. Official schedule will be decided upon with employee’s direct supervisor.

Essential Functions

1. Consult with the Manager of Housing Services, Agency staff including Development Officers, Financial Analysts, Technical Services Representatives and Housing Management Representatives, owners, management agents, site managers and service coordinators on supportive service issues, programs and procedures. Work to integrate service enriched housing programs into multifamily development activities.

2. Review and evaluate PennHOMES and Low Income Housing Tax Credit applications for quality supportive services programs.

3. Provide technical assistance that enables sponsors, owners, property managers, and site staff to assess the types of resident services needed and to develop service program plans responding to those needs.

4. Review plans for service enriched housing programs and consult with PennHOMES and Low Income Housing Tax Credit applicants and staff of sites participating in the Section 8 Supportive Services Program to facilitate implementation of supportive service programs. Instruct staff on PHFA expectations and reporting requirements.
5. Conduct site visits and review program reports to monitor and evaluate the delivery of services. Make recommendations for resolving complicated issues and improving programs for residents.

6. Identify community resource providers and create opportunities for site staff to build relationships that strengthen resident access to and use of resources. Promote PHFA supportive services programs with interested organizations.

7. Attend Networking events to make connections to community resources. Attend community events as PHFA representative when required.

8. Analyze and develop sources of new services as appropriate and broker relationships with property managers and site staff.

9. Facilitate training and professional development to improve services for residents and communication between property management and service providers. Coordinate informational meetings and educational workshops; assist with development and implementation of the annual conference.

10. Be an integral part of the annual Multifamily Affordable Housing Conference. This includes promoting the event, assisting in the planning of sessions and other logistics, working at & attending the event, and other duties related to the conference as assigned.

11. Contribute copy for inclusion in the supportive services monthly newsletter, informational brochures and program guides.

12. Make recommendations to improve the supportive service program. Prepare program reports, analyzes information submitted from sites, and other documentation as required by the Manager of Housing Services.

13. Develop and maintain database, which reflects program activities and is responsive to divisional reporting and information needs.

**Job Requirements**

**Education:** Bachelor's degree in social work or related area preferred, from an accredited college or university.
**Experience:** Four years of experience providing working knowledge of supportive service agencies including policies, procedures, and available resources

**Knowledge/ Skills:**
Strong interpersonal skills for working with property managers, owners, residents, service providers and varied community organizations or agencies.
Strong organizational skills with demonstrated ability to work independently under general supervision.
Demonstrated ability for written and oral communications, training, and program development responsibilities.
Computer expertise in Microsoft Word, Excel, Access and PowerPoint.

**Licenses/ Certifications:** N/A

**Travel**
- ☑ None
- ☐ Light
- ☑ Frequent
- ☑ Other: includes occasional statewide and overnight travel