

NORWALK HOUSING AUTHORITY

CNI PEOPLE COORDINATOR

DATE:	September 2, 2014	SALARY:	\$52,000 to 58,000/yr, plus benefits
DEPARTMENT:	Housing Operations	This position is	Full Time Exempt Non-Union Grant Funded 5 years
REPORTS TO:	NHA Director of Housing Operations		

PURPOSE:

The primary function of the CNI People Coordinator is to plan, direct and coordinate a set of supports and opportunities aimed at helping residents of Washington Village and the South Norwalk neighborhood to thrive. The priority outcomes of the People program include:

- (1) Residents are well-informed about, have access to, and take full advantage of the support services and programs in and around Norwalk through a strengths-based and family-driven case management approach;
- (2) Households are economically stable and self-sufficient;
- (3) Children, youth and adults are physically and mentally healthy;
- (4) Residents with Limited English Proficiency are fully supported with bi-lingual and bi-cultural services that address their specific needs and preferences;
- (5) In coordination with the CNI Education Coordinator, children enter kindergarten ready to learn and children are proficient in key academic subjects and graduate from high school ready for trade school, college and/or career.

The People Coordinator is an integral member of the CNI team and will be responsible for facilitating and overseeing partnerships with others in the community to implement a People-focused program in accordance with CNI goals. The People Coordinator will oversee People-related contract management, program administration; ensure accurate collection of data for reporting and tracking on People outcomes; establish, maintain, and facilitate community partnerships; engage in and monitor outreach to residents; and supervise and evaluate the performance of contractors and other service provider partners. Specific duties include the following:

PRIMARY RESPONSIBILITIES

A. ADMINISTRATIVE RESPONSIBILITIES

- Serve as the representative of the People program to the CNI team (including NHA staff, case manager/relocation contractor, developer, and other stakeholders) and advocate for the program's needs.

- Coordinate communication on People-related issues with NHA staff, case management contractor, and others as needed.
- Serve as NHA's People "point of contact" to HUD. Coordinate responses to other People-related inquiries from HUD and others, as needed.
- Provide administrative oversight of the People contract and budget and provide budgetary recommendations as needed.
- Provide administrative oversight and monitor contract performance of the case management contract, supplemental case management subgrantee agreements, the software tracking contract, and other People contracts. Review and monitor contract activities, recommend invoices for approval, and provide other recommendations, as needed.

B. SERVICE COORDINATION AND DESIGN

- In collaboration with the Washington Village ROSS Coordinator, coordinate the design and delivery of services with supportive service partners and residents, and recommend changes and/or identify areas in need of improvement, as necessary.
- Work closely with and supervise the case management contractor, Housing Opportunities Unlimited (HOU). Monitor the provision of case management, HOU's relationships with service provider partners, the collection of People data, and People recordkeeping. Address problems and make policy decisions as appropriate.
- Work with NHA's housing operations staff to coordinate services provided to residents and address problems with residents in a synchronized manner.
- Work with Trinity Management and NHA housing operations to ensure maximum re-occupancy of original residents in the new development.
- Work with NHA staff, community partners, and residents to formulate annual recommendations regarding continuation of programs and services or development of new programs and services.

C. CSS PROGRAM PARTNERSHIPS

- Facilitate regularly scheduled meetings of the People and Education Advisory Committee, including drafting agendas and meeting minutes. Monitor committee membership and activities, and recommend changes, as needed.
- Advocate for the needs and interests of the People program to the People and Education Advisory Committee and other providers.
- Establish and maintain partnerships with local and regional service providers and other agencies. Based on recommendations from the case management provider, Norwalk ACTS, and other partners, collaborate and obtain additional commitments from service providers to meet resident needs over the life of the grant.
- Work closely with HOU to coordinate outreach, service referrals, and the collection and maintenance of People data and recordkeeping.
- Provide administrative oversight of the service and leverage commitments provided by local and regional service providers and make recommendations to enhance overall program goals and objectives, as appropriate.
- Monitor leverage and service commitments and make adjustments as needed. Provide quarterly report to NHA on status of commitments.

- Solicit feedback from residents and service provider partners on a periodic basis to assess People program quality and report on effectiveness of services and programs.

D. FACILITATING RESIDENT INVOLVEMENT

- Seek resident input and incorporate constructive feedback in program design and implementation to the greatest extent practicable.
- Establish working partnership with the Washington Village Tenant Association and encourage resident involvement in People program implementation. Attend resident meetings as needed.
- Facilitate resident and community meetings, as requested and appropriate.
- Report monthly on the status of resident outreach activities to NHA.

E. PEOPLE REPORTING AND RECORD KEEPING

- Assist the CNI team in the preparation of all HUD required documents, reports and plans as required by the Grant Agreement between NHA and HUD; assist in the compilation of People data and ad hoc reports.
- Work with the NHA Data Manager to monitor implementation of the data management plan, including quality control checks of CNI data and files on a regular basis.
- Evaluate and report on program performance.
- Establish deadlines, analyze problems, develop alternative solutions and make recommendations to the Executive Director.
- Assure compliance with applicable Federal, State and Local regulations, as appropriate.

F. SUSTAINABILITY PLAN

- a. Work with CNI team to develop and implement a Sustainability Plan for continuation of People activities after the CNI grant.
- b. Establish Endowment Trust for the Sustainability Plan.
- c. Identify additional funding for the Endowment Trust to leverage the \$1.5 million CNI funding for sustainability.

POSITION REQUIREMENTS AND QUALIFICATIONS

A. KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated administrative and managerial skills, including ability to plan and coordinate activities among various agencies and institutions (such as Norwalk Community College and Norwalk Hospital) and monitor performance according to contracts.
- Ability to utilize a personal computer and software programs, especially Word, Excel, Access, and Power Point.
- Proven ability to communicate effectively and clearly in writing and orally.
- Demonstrated ability to utilize own initiative, work independently and coordinate a high level of activity under a variety of conditions and constraints.
- Familiarity with social service programs aimed towards increasing the self-sufficiency of low-income persons.

B. EDUCATION

- Bachelor's degree in Social Work, Public Administration/Policy, Urban Planning, or other relevant area required.
- Five additional years of directly relevant experience may be considered instead of the required degree.

C. EXPERIENCE

- Five years social service planning and work experience, including at least two years of experience working with multiple community partners and administering program contracts.
- Experience working on federally funded grant programs desired.

D. OTHER EXPERTISE/LICENSES/OTHER REQUIREMENTS

- Valid Connecticut driver's license with fully insurable driving record.
- Strong interpersonal skills and ability to work with a diverse group of persons
- Ability to be flexible and perform work under time pressure.
- Ability to train and give directions to residents/staff.
- Ability to pay close attention to detail and accurately describe data and complete forms
- Ability to work independently as well as cooperatively with associates and representatives of other governmental and private agencies.
- Ability to work 40 hour week with flexible hours on occasion, including nights and weekends to accommodate meetings and functions critical to position goals and objectives.

NOTE: Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.