

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone:

2. Class Title (i.e. payroll title):

Tenant Services Aide II

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Lauren Andersen, Housing Site Manager

Work Phone: 608-266-4383

5. Department, Division & Section:

DPCED, CDA Housing Operations

6. Work Address:

702 Braxton Place, Madison, WI 53715

7. Hours/Week: 38.75

Start time: End time:

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

The purpose of this position is to provide education and support to CDA Triangle residents allowing them to successfully achieve and maintain lease compliance, access safe and affordable housing and promote independence resulting in their ability to age in place. This position specifically supports the CDA Triangle Site's approach to safety and security by assisting residents in achieving general stability within their community by promoting connection to available services and building an inclusive environment that empowers residents to work together to improve their community. This position also helps to support property management in the day-to-day operations and provision of customer service.

11. Position Summary: This is responsible and professional tenant services work within the CDA Housing Operations Unit of the Department of Planning & Community & Economic Development. Employees provide diverse tenant services to include: supportive service (e.g. short-term case management, assistance and information on inter-personal problem resolution, safety education/information, etc.) and crisis intervention; community agency liaison and referral; and general assistance related to housing management

considerations. Under the general supervision of a Housing Site Manager, employees must exercise judgement, tact and discretion in providing tenant services.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

35% A. **Supportive Services**

1. Provide direct services to residents such as: short-term case management, monitor service provision, coordinate/facilitate and follow through/monitor outcomes of referrals
2. Provide information to residents on related policies, procedures, and CDA services and standards
3. Work closely with residents' service providers and make recommendations to Site Management on residents' suitability for CDA housing
4. Assist residents in finding alternative housing when appropriate
5. Continual contact with current residents. Provide ongoing support and create and maintain a close working relationship with residents due to their continued residency with CDA
6. Assess resident problems and issues, mediate/assist with resolution of conflict and refer as appropriate, coordinate and facilitate related interaction and advocate for tenants as appropriate to help them retain their housing.
7. Provide crisis intervention including suicide risk assessments, JMHC ESU liaison, detox assessments and follow through

35% B. **Resident Education & Community Engagement**

1. Educate residents on appropriate behaviors
2. Promote resident and community engagement
3. Provide assistance and information on inter-personal problem resolution, mediation and conflict resolution
4. Develop and implement safety/security related informational programming such as crime prevention and safety education to residents (first aid training, bike/pedestrian safety, personal safety, fire safety, identity theft prevention, etc.)

20% C. **Safety, Security and Lease Enforcement**

1. Mediate disputes among residents and address noise complaints
2. Enforce lease requirements, facility rules, and policies
3. Perform parking enforcement activities
4. Diffuse potentially volatile situations
5. Observe behavior and confront residents, guests/visitors, and unauthorized visitors to stop unauthorized/prohibited activities or actions.
6. Patrol and secure assigned areas for resident safety and well-being

10% D. **Administrative/Property Management Support**

1. Prepare daily reports, document lease, rule and policy violations and maintaining necessary records
2. Serve notices and resident communications
3. Participate in housing management: gather tenant-related data and assess housing suitability, provide eviction assistance as required
4. Create and maintain resident contact information database
5. Testify in court as required

13. Primary knowledge, skills and abilities required:

Working knowledge of housing programs and regulations as they relate to elderly, disabled, and low-income populations. Working knowledge of related social service programs associated with the elderly, disabled, and low-income populations with particular emphasis on knowledge of mental health services available in the community. Ability to assess tenant service needs, assist and/or refer to professionals as appropriate. Ability to provide crisis intervention services. Ability to participate in the general administration of housing programs and the development of resources. Working knowledge of security principles and practices. Knowledge of practices and procedures for dealing with difficult people and difficult situations. Ability to interact courteously, effectively, respectfully and assertively with people of various ages, socioeconomic

and cultural and ethnic groups. Ability to educate, problem solve and provide support to residents. Ability to recognize and summon help quickly for low-level misdemeanor or criminal activity, psychiatric and medical emergencies. Ability to enforce site rules and policies. Working knowledge of Fair Housing laws. Ability to give clear and appropriate directions. Ability to manage or diffuse potentially volatile situations. Knowledge of and ability to use computer software applicable to the duties of this position. Ability to observe events and factually report and record them. Ability to maintain confidentiality. Ability to communicate effectively, both orally and in writing. Ability to work independently and make good judgements. Ability to maintain adequate attendance.

Training and experience required:

Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Counseling, Psychology, Sociology, or other related field.

Two years of directly related experience providing services to low-income individuals and families involving considerable emphasis on the development and provision of educational programming and other direct services related to personal and community safety, community engagement and community organization/development, consultation and assistance with resolution of interpersonal disputes, mental illness, alcoholism and substance use, finances, crisis intervention and independent living skills.

Other combinations of training and/or experience which can be demonstrated to result in possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

14. Special tools and equipment required:

15. Required licenses and/or registration:

Possession of a valid Wisconsin driver's license or the ability to meet the transportation requirements of this position.

16. Physical requirements:

Ability to perform work in an office environment and in apartments of various conditions. The incumbent will be expected to physically access/patrol all areas of the site in order to monitor security. Incumbents will be expected to intervene with residents, guests and visitors who are disruptive or behaving inappropriately. Incumbents must be able to stand for extended periods of time, walk rounds, climb stairs, and move rapidly, including up and down stairs in an emergency situation. This position requires some work outdoors in all types of weather at various times of day and night while walking and standing

17. Supervision received (level and type):

Perform assigned tasks under the general supervision of the Housing Site Manager

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.