



**NEWPORT NEWS REDEVELOPMENT AND HOUSING AUTHORITY  
NEWPORT NEWS, VIRGINIA**

**POSITION VACANCY ANNOUNCEMENT  
PVA #15-17**

TO APPLY: Applications must be submitted to the Human Resources Office between the hours of 8:00 a.m. to 5:00 p.m., Newport News Redevelopment and Housing Authority, 227 27th St., Newport News, VA 23607. **ALL APPLICANTS WILL RECEIVE CONSIDERATION WITHOUT REGARD TO RACE, RELIGION, SEX, COLOR, NATIONAL ORIGIN, HANDICAP OR AGE or any other category protected by law. THIS IS A SECTION 3 COVERED ACTIVITY.** All positions require post-offer pre-employment drug testing. Applicants selected for hire will receive a conditional offer of employment and be referred for pre-employment drug testing.

Posted: 6/14/2017

Deadline: 07/19/2017

**Tenant Relations Advisor  
P&A Housing  
Annual Salary: \$33,821.89  
Status: Full-Time Regular Position**

**GENERAL DEFINITION OF WORK:**

Performs intermediate professional work counseling tenants who have serious problems of a family or personal nature. Work is performed under the regular supervision of the Community Resources Officer.

**TYPICAL TASKS: (Examples Only)**

Meets with residents and attempts to settle disputes.  
Assist residents with budgeting and related training.  
Makes referrals to social service agencies.  
Provides counseling services to senior citizens and families with youth.  
Coordinates a variety of programs and activities for public housing residents.  
Coordinates senior citizens' activities.  
Visits new tenants to advise of available services.  
Assist residents with job training, education and home ownership programs.  
Coordinates services with other agencies and departments.  
Coordinates companion services.  
Coordinates high school scholarship applications.  
Organizes youth activities.  
Provide statistical data for grants and other projects.  
Coordinates Home Management Classes.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the principles and practices of social casework

General knowledge of social economic and health problems;

General knowledge of individual and group behavior;

Ability to identify social problems and needs to assess the ability of individuals and families to utilize services; Must have strong conflict resolution and problem solving skills.

Ability to operate a personal computer, scanner, printer and other general office equipment.

Ability to communicate and to establish and maintain effective working relationships with clients, associates, other professional staff and other agencies.

### **EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to a Bachelor's degree from an accredited college or university with major course work in sociology or related field and some experience in social services or counseling.

### **WORKING CONDITIONS:**

#### *Physical Activity*

Sedentary work with occasional exertion of up to 10 pounds of force and/or frequent or constant exertion of a negligible amount of force to lift, carry, push, pull or otherwise move objects.

Requires frequent sitting and occasional climbing of stairs.

Requires repetitive motion and/or level of manual dexterity sufficient to operate typewriter, computer keyboard, telephone, facsimile machine, calculator and other office equipment.

#### *Sensory Requirements*

Vocal communication to express or exchange ideas by means of the spoken word.

Hearing perception to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.

Visual acuity for preparing and analyzing written or computer data, operation of motor vehicles, to determine accuracy, neatness, and thoroughness of work and to observe general surroundings and activities.

#### *Environmental Conditions*

None: The worker is not substantially exposed to adverse environmental conditions.

### **SPECIAL REQUIREMENTS:**

Possession of a valid appropriate driver's license issued by the Commonwealth of Virginia and the ability to maintain insurability under the vehicle insurance policy of the Authority is required.