



## Position Description

<b>Position Title:</b>	FSS Coordinator	<b>Department:</b>	Resident Services
<b>Reports to:</b>	Vice President, Resident Services	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	October 2019

### Summary

The primary purpose of this position is to plan, coordinate, and implement a variety of programs related to the Family Self-Sufficiency program. The incumbent assists tenants with becoming self-sufficient and economically independent by determining the community's needs and providing useful resources and services. In addition, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Assists the Vice President, Resident Services in developing, implementing, coordinating, and monitoring programs that meet HUD requirements and initiatives such as FSS, homeownership, housekeeping, and families', children's, and senior citizens' programs.
- Provides case management, planning, coordination, and delivery of services that support the Family Self-Sufficiency (FSS) and homeownership programs.
- Conducts in-depth assessment of client's needs; develops and updates case plans with clients individually, as a family, or in other small groups.
- Identifies obstacles faced by FSS participants and residents; coordinates with partners and service providers to offer various programs, resources, and events that will enhance tenants' quality of life and ability to enter workforce, including but not limited to: adult basic education, literacy, GED attainment, budgeting and finances, parenting, youth programs, health awareness, and homeownership; communicates with all parties (CH staff, residents, and service providers) to provide updated program information and receive related feedback.
- Networks and develops relationships with other housing authority professionals and service providers in order to keep abreast of services and assistance available to tenants; ensures that Authority staff and residents are made aware of available services and assistance options.
- Coordinates the displaced tenant relocation process, performs move assessments, and assists displaced tenants in locating safe and affordable housing
- Assists with the planning of and participates in individual or group orientations that provide tenants with information regarding the FSS program.
- Performs onboarding duties for families as they join the FSS program, including but not limited to: preparing contracts; preparing and conducting an assessment on each participant to identify needs; and documenting findings and goals.
- Provides counseling and mediation services in resolving resident/owner problems within HUD guidelines.
- Prepares marketing materials for activities or programs and contact outside community agencies to increase public and resident awareness of Authority programs.
- Monitors progress of FSS participants and takes appropriate steps in support of participants.



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- Assists FSS participants by calculating escrow and establishing an escrow savings account as earned income increases.
- Represents the CH in the community, serving on boards or committees and attending and supporting community functions; communicates CH's message to the community.
- Collects, analyzes, and reports data on the performance of the CH's FSS program activities.
- Coordinates tenant transportation to job and healthcare related functions.
- Develops and maintains relationships with local landlords and promotes HCV program to potential new landlords.
- Maintains awareness of social and welfare services, new legislation, development, and trends relevant to the field of community and resident services.
- Performs other related duties as assigned.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.



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- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Knowledge of the typical problems and needs of the CH tenant population.
- Considerable knowledge of social work and resources available through community service agencies.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skill in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and CH program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### **Education and/or Experience**

Bachelor's Degree in social services, public administration, or related field and a minimum of four (4) years of experience in public housing or social services case management. Must obtain Family Self-Sufficiency Specialist Certification within nine (9) months of hire. An equivalent combination of education and experience may be considered.

The incumbent must obtain a valid Commercial's Driver's License (CDL) within six (6) months of employment and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able



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to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate. The position occasionally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

**Read and Acknowledged**

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**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**