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## **Family Self-Sufficiency Coordinator**

### Summary of Position Responsibilities:

The Family Self-Sufficiency Coordinator will be responsible for developing individual service plans for Section 8 participants to achieve self-sufficiency.

### Description of Supervision/Supervisory Responsibilities:

The Family Self-Sufficiency Coordinator is approved by the Executive Director and works under the general supervision and direction of the Executive Director.

### Essential Functions of Job:

- A. To aid in identifying the housing, employment, and educational needs of low-income families to acquire skills in an effort to achieve self-sufficiency.
- Recruit and conduct personal interviews with Section 8 participants
  - Develop a personal needs assessment and action plan for each participant
  - Develop and execute a Contract of Participation and individual service plan
  - Develop and translate program materials as needed
  - Develop and maintain relationships with social service agencies
  - Maintain reporting requirements
  - Provide individual budget and credit counseling
  - Calculate and maintain thorough documentation of client escrow accounts
  - Calculate and maintain thorough documentation of homeowner mortgage payments and annual income tax prorations
  - Refers clients to services to assist them in eliminating barriers to self-sufficiency
  - Prepares and submits FSS grant renewal applications
  - Maintains client records and enters all data into the Tracking-At-A-Glance client data system
  - Facilitates Quarterly Program Coordinating Committee meetings with community partners
  - Prepares and submits monthly reports to the Section 8 Administrator
  - Assists eligible participants in preparation of homeownership
  - Administers quarterly newsletter
  - Participates in marketing activities as needed
  - Other duties as required

B. Ensure program compliance in conjunction with the Leased Housing Coordinator:

- Maintain accurate files, records, mailings, and notice distributions
- Maintain a high degree of confidentiality relative to residents' records

Minimum Competencies:

- Excellent communication skills, both oral and written
- Ability to deal tactfully, courteously, and professionally with all persons, even in stressful situations, is essential
- Ability to work with a diverse population
- Ability to maintain confidentiality and to exercise sound judgment and discretion
- Ability to work in high pressure situations while using logical thinking
- Highly organized, detail oriented, takes initiative, and able to work independently
- Ability to collect data, establish facts and draw valid conclusions
- Ability to interpret a variety of instructions furnished in written, verbal or schedule form
- Ability to handle multiple tasks, prioritize effectively, meet deadlines, and deliver high quality work
- Reliability and professional personal presentation, is essential
- Project management experience desirable
- Operates standard office equipment, including a computer
- Proficiency in typing, basic word processing, spreadsheet, and database software (such as Microsoft products, Signature Writer, Automation software)
- Ability to process electronic filing
- Thorough knowledge of Federal Regulations relative to the program
- Ability to work flexible hours

Education and Experience/Other Requirements:

- Four-year college degree or equivalent educational/experience
- High School diploma or G.E.D. required; college degree preferred in relevant field (i.e., Social Services, Business) preferred –
- Five years progressively responsible experience in relevant position (i.e., social services, social work, psychology, housing administrative assistant, or similar experience). Knowledge of general office procedures (e.g., correspondence, data collection, e-filing) desirable. Previous experience in municipal government preferred

Physical Requirements/Work Location:

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.

### Family Self-Sufficiency Coordinator Position:

This is an office-based job in a dynamic municipal office. While performing the duties of the FSS Coordinator, the employee is required to: interact and communicate frequently with the residents of THA, other team members and/or third parties transacting business with the Authority; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. Travel to other agencies THA oversees may be required. The employee must occasionally lift and/or move up to 20 pounds. The employee may be required to work beyond normal business hours occasionally, including evenings.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or requirements of the job change.*

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