



Family Self-Sufficiency (FSS) Coordinator Position Description

Department: Housing Choice Voucher and Public Housing
FLSA Status Full-time, Exempt Temporary, Grant Funded
Position Type: HCV Director
Reports To: HCV Director
Benefits: Full

Description:

The Family Self-Sufficiency Coordinator will coordinate activities, manage, counsel and evaluate a caseload of participants in the Authority's Family Self-Sufficiency program. The Family Self-Sufficiency Coordinator will provide or arrange for training programs, conduct orientations, evaluations and appraisals of clients, collect data, file reports and provide technical assistance to the HCV Director, Public Housing Director and other AHA Staff and to do related work as required.

Duties:

ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Recruit and enroll FSS participants for Public Housing and Section 8 by completing Contract of Participation.
- Provide assessment services, client referral, comprehensive case management and supportive services.
- Interview participants and conduct a comprehensive assessment of their needs and level of functioning.
- Establish case plans. Develops schedules of and timetables for provision of services. Monitors participant progress on an on-going basis.
- Identify services to be provided to participants. Establish on-going relationships with provider agencies.
- Terminate services when case objectives have been obtained.
- Refer participants to special community resource agencies as needed.
- Participate in meetings with program coordinating committees.
- Investigate violations and counsel clients who do not comply with self-sufficiency program requirements.
- Maintain individual client case files for the FSS programs, which include counseling sessions and escrow accruals.
- Assist with grant writing.
- Prepare reports and summaries of participant data.
- Perform a variety of clerical tasks to include, but not limited to: scheduling appointments; answering phones; utilizing computer keyboard to perform such tasks as, but not limited to, inputting data and utilizing word processor; responding to or routing inquiries; referring and directing participants to appropriate

agencies; assembling materials in preparation of interviews and investigations; completing and processing of forms and other documents; organizing information, records and other related documents; and filing.

- Performs special assignments as requested.
- Perform related duties and responsibilities as required.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

Qualifications:

MINIMUM REQUIREMENTS

- Bachelor’s Degree from an accredited college or university with major course work in social work or a related field or
- Two (2) – four (4) years of experience in a related field.
- Any combination of experience and training would likely provide the required knowledge and abilities are qualifying.
- Excellent written, communication and organizational skills.
- Illinois Class “D” driver’s license and be insurable by AHA’s liability and fleet insurance carrier.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Computers and ability to operate AHA software.
- Office procedures, methods, and equipment with particular reference to the receiving of and accounting for money.
- Fundamental skills, techniques and practices required to coordinate economic and self-sufficiency services to children and adults.
- Agency policies, procedures, HUD regulations.
- Community resources to assist participants and the program.

Ability to:

- Read, write and comprehend simple instructions, correspondence and memos in English.
- Effectively present information in one-on-one and small group situations to customers, clients and other employees of the Authority.
- Make rapid and accurate mathematic computations in adding, subtracting, multiplying and dividing in all units of measure, using whole numbers, common fractions and decimals.
- Apply common sense understanding to carry out instruction furnished in written, oral or diagram form.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Stay in control and maintain calm composure with people while working with continually changing tasks in a deadline work environment.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work.
- Work Monday – Friday; some overtime and weekends may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Aurora Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

ETHICS

As a governmentally funded agency, AHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the

general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

AHA is an Equal Opportunity Employer.

To apply, please send your resume to Human Resources via email at: info@auroraha.org