

## NORTH CHARLESTON HOUSING AUTHORITY

### JOB TITLE: FAMILY SELF-SUFFICIENCY COORDINATOR

#### DEFINITION & PURPOSE:

This is a Grant-Funded position. Under general supervision, performs administrative work in developing and implementing programs designed to help residents achieve economic independence and self-sufficiency. Work involves developing and providing oversight for the families, who are participating in the overall program; securing additional resources and support; developing strong community support and collaborative partnerships; maintaining effective links with other agencies to ensure the quality and integration of the program; performs client specialist's task for the FSS caseload. Work is performed under the general supervision of the Executive Director.

#### CHARACTERISTIC FUNCTIONS & DUTIES:

- *Recruiting, assessing, and helping participants set goals.*
- *Formalizing Individual Training and Services Plan and Contract of Participation.*
- *Building partnerships with service providers.*
- *Supporting participants in job search, placement, retention, and advancement and helping participants achieve other goals such as education, training, and preparing for homeownership.*
- *Link participants to supportive services designed to increase earned income to reduce the need for welfare assistance.*
- *Coordinates services and resources for personal, family, health, childcare, educational, training housing, and economic development needs of resident.*
- *Performs evaluations of participants' progress.*
- *Maintaining escrow accounts and approving escrow disbursement.*
- *Determining when a participant can successfully graduate*
- *Keeping records of interactions with participants.*
- *Facilitating coordination on FSS among management, finance, and program staff.*
- *Establish a Program Coordinating Committee (PCC) that can facilitate referrals by providing a mechanism through which service providers can become and stay invested in the success of the FSS program, which should include the local Department of Human Services and Department of Social Services and may include representative from:*
  - ✓ *Local Government agencies*
  - ✓ *Employment organizations*
  - ✓ *Educational organizations*
  - ✓ *Financial empowerment organizations*
  - ✓ *Landlords*
  - ✓ *Residents (required members for PHAs)*
  - ✓ *Legal aid organizations*
  - ✓ *Foundations/funders*
  - ✓ *Habitat for Humanity*
  - ✓ *Transportation services*
  - ✓ *Childcare services*
  - ✓ *Disability service providers*
  - ✓ *Veteran-focused service providers*
  - ✓ *Emergency services agencies*
  - ✓ *Furniture or consignment store owners*
  - ✓ *Clothing store owners*
- *Quarterly PCC meetings.*
- *Perform Client Specialist task for FSS participant caseload*
- *Provide homeownership coordination services for FSS participants (must be certified as a HUD Homeownership Counselor)*

- *Participate in termination hearings and court proceedings for FSS participants*
- *Process or begin paperwork for FSS family moves or portability to another PHA*
- *Generate HUD 50058 to meet reporting requirements for recertifications of increase or a decrease in income, changes of employment status, change in family composition, moving or planning to move porting to another PHA jurisdiction, changing from one program to another and FSS status of enrollment, progress and exit reporting.*
- *Maintain file and documentation of appointments, progress reports, referrals, disbursement of funds, changes in FSS status and income and family changes.*
- *Answer telephone calls, provides preliminary information to interested parties.*
- *Prepares written reports of service.*
- *Stores confidential records in a confidential location.*
- *Prepares HUD annual reporting and monthly Board reports for grant.*
- *Attends department meetings as scheduled.*
- *Prepare and distribute FSS Newsletter.*
- *Refer to Code of Federal Regulations.*
- *Maintains an awareness of worker safety guidelines and procedures and applies these in performing daily tasks and activities.*
- *Operates a variety of office equipment such as computer, telephone, printer, copy machine and fax machine.*
- *Use general office supplies, and computer software such as Microsoft Word, Microsoft Excel, Microsoft Office etc.*
- *Performs other related services, as required.*

#### **WORKING CONDITIONS:**

- *Must be physically able to operate a variety of automated office machines including computers, typewriters, copiers, calculators, etc.*
- *Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.*
- *Work involves sitting, walking or standing for periods of time.*
- *Requires a sighted individual (vision corrected to 20/20) for computer usage and significant English reading skills.*  
*Requires an individual with normal hearing (i.e., hearing corrected to normal ranges) for telephone contact with clients/landlords, as well as for taking and relaying messages*
- *Significant computer input duties require sufficient manual dexterity to type at a speed of 45 wpm.*

#### **SKILL REQUIREMENTS:**

- *Requires the ability to be a motivated self-starter who can work with minimum supervision.*
- *Requires willingness and flexibility to take new perspectives and apply them to day-to-day work.*
- *Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.*
- *Requires the ability of speaking and/or signaling people to convey or exchange information.*  
*Includes receiving assignments and/or direction from supervisor.*
- *Requires ability to read a variety of policy and procedure manuals, regulations, applications, etc.*
- *Requires the ability to prepare required reports, correspondence, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech.*
- *Requires the ability to speak with and before others with poise, voice control, and confidence.*
- *Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.*
- *Requires the ability to interpret a variety of instructions furnished in oral, written, diagrammatic or*

*schedule form.*

- *Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision.*
- *Knowledge of topics related to primary occupation.*
- *Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.*
- *Requires the ability to record and deliver information.*
- *Requires the ability to explain procedures, to follow verbal and written instructions.*
- *Must be able to communicate effectively and efficiently with persons of a variety of educational and cultural backgrounds.*
- *Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.*
- *Requires the ability to inspect items for proper length, width and shape, and visually read various information.*
- *Requires the ability to coordinate hands and eyes using office machinery.*
- *Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc.*
- *Must have minimal levels of eye/hand/foot coordination.*
- *Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.*
- *Requires the ability to deal with people beyond giving and receiving instructions.*
- *Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.*
- *Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).*

#### **QUALIFICATIONS FOR THIS POSITION:**

Requires an Associate's degree in Social Services, Counseling, or closely related field: supplemented by five years previous experience and/or training that includes vocational assessment/training, program design/development, program management, public relations, and marketing; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid State driver's license.

**NOTE:** This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.