



## **JOB DESCRIPTION**

**Job Title:** Family Self-Sufficiency Coordinator  
**Classification:** Non-Exempt  
**Employee Appointment:** Full Time  
**Reports To:** Service Portfolio Manager  
**Supervision Exercised:** None

**JOB PURPOSE:** Assist with improving the quality of life for FHRA Public Housing and Housing Choice Voucher residents by promoting self-sufficiency programs through the Family Self-Sufficiency Grant.

### **ESSENTIAL FUNCTIONS:**

- A. Show a demonstrated interest in FHRA's mission: Empowering People to Achieve Independence Through Housing
- B. Adhere to FHRA's Core Values
  1. Service: helping people to the best of our abilities
  2. Integrity: staying true to our word through action
  3. Teamwork: working together to achieve goals
  4. Quality: exceeding the average, striving for excellence
  5. Commitment: dedication to the FHRA Mission
- C. Administer Family Self Sufficiency (FSS) program.
  1. Complete client housing orientations.
  2. Perform assessments including the evaluation of the client's need for training.
  3. Meet with FSS Board and provide updates and program reports.
  4. Work in collaboration with other Services Coordinators and Project Managers within FHRA to help tenants become independent. Provide updates and progress reports on clients as needed to FHRA employees and other partnering agencies, as appropriate.
  5. Refer FSS clients to agencies and update action plans as needed.
  6. Maintain client escrow accounts for FSS program.
  7. Keep current and confidential files on FSS participants.
  8. Develop a self-sufficiency plan and contracts for interested Public Housing and Housing Choice Voucher residents.
  9. Serve as a positive role model to participants and employers.
- D. Assist in client issues and respond accordingly.
  1. Interact and work with social service agencies to assist clients and promote programs to individuals receiving housing assistance.
  2. Receive and act on client requests.

3. Work with clients to develop resume, cover letters, applications, and other essential activities related to employment.
  4. Assist clients with job searching, job interviews, job fairs, and additional activities associated with obtaining employment.
  5. Demonstrate the skills to seek out area employers, maintain good customer relations, and develop collaborative relationships for future client activities.
  6. Use team approach to share information on participant progress or other relevant information FHRA employees to serve the Mission.
  7. Commit to continuing education in the FSS field and keep current on industry updates and trends by attending training seminars and reading publications from the industry.
- E. Coordinate training and seminars for both Public Housing and Housing Choice Voucher clients.
- F. Report FSS activities to HUD as required for grant renewal and interim reviews.
- G. Network in the community to promote FHRA and the FSS programs.

### **MINIMUM REQUIREMENTS**

1. Bachelor's degree in human services or related field; three years' experience in housing assistance programs or related field; or a combination of education and work experience to perform job duties as described.
2. Three years minimum experience in housing or related field
3. Possess a valid driver's license and proof of automobile insurance coverage.
4. Must pass criminal background investigation and driving record review.
5. Be able to work independently, have good organizational skills, possess strong written and verbal communication skills
6. Knowledge of local business services, community resources and social services.
7. Ability to do presentations and possess grant and writing skills preferred.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.***

### **Work Environment**

This position works within an office environment but occasionally requires working in a public housing environment and construction environments in all weather conditions (hot, cold, humid, dry and wet).

### **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. While performing the duties of this job, the

employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms. The employee is require to occasionally lift up to 20 pounds.

### **Position Type/Expected Hours of Work**

This is a full-time position. Regular hours of work and days are Monday through Friday, 8:00 AM to 4:30 PM. However, this position can require evening and weekend work a few times per year.

### **Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel for training is required a couple of times per year.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA Management to fit the Mission of the FHRA.

### **Competencies and Characteristics of a Successful Office Holder:**

**Ethical Conduct:** Adheres with the rules and standards set by the Mission and Core Values of the FHRA and federal, state and local laws for housing authorities.

**Client Focused:** Committed to the understanding of client needs and successfully applying them to FHRA programs and project development

**Results Driven:** Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

**Motivating Others:** Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working with.

**Community Development:** Develops strong external loyalty to the mission and values of the organization.