

FAMILY SELF SUFFICIENCY COORDINATOR

Position Overview The incumbent is responsible for conducting all business associated with the operation of the Family Self-Sufficiency (FSS) Program at the Authority. This position reports to the Deputy Director. The incumbent must work in conjunction with the Leased Housing Specialist in order to enroll participants from the AHA HCV Program, establish FSS program goals, monitor family progress, secure third-party program services, and coordinate the interrelationship of family goals, progress and services to ensure successful completion of individual family contracts.

Primary Job Functions

- Create, review, revise, maintain the AHA Program Action Plan for the FSS Program.
- Select FSS Program participants from the inventory of HCV families on board.
- Develop individual action plans for all program participants.
- Monitor program compliance by participants performing all local needs assessments required to ensure successful completion of the family's program.
- Monitor program participant escrow account performance.
- Determine needs and follow through on all weekly activity schedules for participants.
- Determine training and educational needs for participants' plans and program goals.
- Act as the Authority liaison with supportive services organizations required to conduct the business of the FSS Program.
- Conduct all aspects of the application process for entry into the FSS Program.
- Conduct all personal interviews of Program participants.

Other Job Functions

- Create, revise, implement all program documentation, forms, reports, etc. in conjunction with applicable regulatory guidelines and AHA policy with the approval of the Executive Director.
- Ensure that all documentation and information generated by Program activity is timely, accurate and obtained properly.
- Schedule and conduct informational meetings in conjunction with the Program.
- Provide appropriate notifications to Program participants and all third-party interests.
- Record all business interaction with tenants using the HMS note system.
- Use the AHA telephone conversation recording software to record all incoming and outgoing business conversations to support tenant transactions with the Authority.
- Must have transportation to travel to AHA sites and other locations to perform duties, attend training, conferences, seminars, meetings, etc. when requested as business-related travel.
- Perform other administrative duties as requested by the Deputy Director or Executive Director.

Requirements

- Some knowledge of housing management practices in relation to a voucher-based leased housing program.
- Prior experience in property management and business office operations.
- Manage difficult or emotional tenant situations; responsive to requests for assistance.
- Identify and resolve problems in a timely manner; use reason; gather information skillfully.
- Speak clearly and listen carefully in positive or negative situations.
- Read and interpret regulatory information and understand the business impact of decisions.
- Conduct oneself professionally; treat others with respect and consideration.
- Consistently at work and on time; follow instruction; respond to management direction.

Other Skills/Abilities

- Some experience with MS Office software.
- Ability to expand upon existing knowledge of computer-based work solutions.
- Communicate effectively with internal staff and other community organizations.
- Prepare clear and concise reports; write clearly and in a professional manner.
- Interpret operating policy and regulations and follow instructions.
- Vigilance in performing problem solving; work well on one's own initiative in accordance with applicable policy and regulation.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other reasonable Authority-related duties to meet the ongoing needs of the organization.

Current occupant of this position acknowledges below that he/she has received a copy of this Job Description and understands that it is his/her responsibility to comply with the requirements of the position and request any clarification of responsibilities in writing to their supervisor.

Employee Signature

Date

Supervisor Signature

Date