



JOB ANNOUNCEMENT

POSITION TITLE: Family Self-Sufficiency Coordinator

DEPARTMENT: Resident Services

SALARY: \$41,600-\$52,000

DATE POSTED: 08/26/2021

CLOSING DATE: Until Filled

FLSA CLASS: Non-Exempt

POSTING NO:
08/26/2021

Duties and Responsibilities:

Responsible for developing and delivering a broad range of counseling and referral services to residents of all ages and conditions, within the Montgomery Housing Authority's Family Self-Sufficiency (FSS) program. Performs a variety of tasks involving case management, planning, implementing, monitoring activities, documenting and reporting program results. Reports to the Director of Resident Services. Responsibilities include, but are not limited to, the following:

1. Determines the most appropriate public and private agencies to provide services for FSS program participants.
2. Coordinates establishment of the Program Coordinating Committee, governing board for FSS program, using various and appropriate agencies.
3. Processes resident FSS applications, screen applicants and determine eligibility.
4. Establishes and maintains contact with public and private community agencies that provide services and support to FSS program.
5. Establishes procedures for recruitment and selection of FSS program participants.
6. Coordinates MHA's efforts to make families self-sufficient with social, community and other public agencies that provide assistance to the FSS program.
7. Organizes agenda and participates in meetings that provide residents information on the FSS program.
8. Works with committees and ensures that activities are performed in a timely manner.
9. Conducts orientation to inform interested and selected participants about FSS program goals and objectives.
10. Conducts one-on-one interviews with FSS participants, prepare Contracts of Participation, prepare needs assessment (Individual Training and Services Plan), and make referrals.

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11. Locates testing facilities to help FSS participants with job placement and career choices.
12. Coordinates services needed by individual FSS participants, provide counseling and monitor family compliance with participation contract.
13. Sets up complete and accurate files, with all necessary participant-supplied documents and third-party verifications (or documentation of why third-party verifications are not present).
14. Works with educational/training entities to coordinate and refine admission requirements and procedures for monitoring FSS participants.
15. Works with the local Employment Commission and other employment programs to expand employment opportunities for FSS participants and other MHA's residents.
16. Prepares annual report on results of FSS program by individual participants and submit to HUD.
17. Compiles forms, reports, letters, etc., and establish and maintain files on FSS participants and non-participants.
18. Prepares proposals for services needed.
19. Performs other duties as assigned.

Special: Homeownership and Family Self-Sufficiency Coordinators

20. In addition to the duties described elsewhere in this document, the Family Self-Sufficiency Coordinator will assist residents with training, resources, skills, etc. needed to become homeowners. This will include making referrals to lenders, realtors, and other homeownership counseling agencies.
21. In addition to the duties described elsewhere in this document, the Family Self-Sufficiency Coordinator will recruit and select Family Self-Sufficiency participants, in accordance with Montgomery Housing Authority policies and procedures. This entails processing Family Self-Sufficiency applications, screening applicants and determining their eligibility for Family Self-Sufficiency, conducting interviews, preparing needs assessments and contracts with participants, helping Family Self-Sufficiency participants apply for educational grants and scholarships and upwardly mobile jobs, identifying and working with public and private agencies that can support Family Self-Sufficiency enrollees, coordinating provision of services needed by Family Self-Sufficiency participants, setting up and maintaining records on escrow accounts of Family Self-Sufficiency participants and performing other work as needed, in support of the Family Self-Sufficiency program and its participants.

Qualifications and Knowledge:

1. A Bachelor's degree, from an accredited college or university, in Business Administration, Public Administration, Accounting, Sociology, Psychology or a related field is required.
2. Three years of experience in public housing, Housing Choice Voucher (HCV) program, FSS program, case management, apartment management, or an equivalent combination of college course work and higher education (one year of relevant experience is equivalent to one year of relevant higher education and vice versa).
3. FSS certification required within first year of employment (training and testing will be at the Montgomery Housing Authority's expense).
4. Comprehensive knowledge of pertinent HUD regulations on the FSS program and public housing management, and comprehensive knowledge of MHA's policies and procedures.
5. Considerable knowledge of social work and resources available through community agencies.

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6. Ability to address the public and present information in a clear, concise and convincing manner.
7. Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other resources that provide services.
8. Knowledge of general office practices and procedures, business English and basic mathematics.
9. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees.
10. Ability to complete complex and detailed tasks in a timely manner.
11. Ability to plan and prioritize duties.
12. Bondability.
13. Valid Alabama driver's license or must acquire one within 30 days of employment.
14. Eligibility to be covered under the Authority's fleet auto insurance.

Supervision Received and Given:

Reports to the Directors of Resident Services. This employee is responsible for both the compliance of the FSS program and the end products of the department. Employee receives both written and oral instructions. The incumbent of this job must be able to work independently, performing complex work in an accurate and timely manner without close supervision. The position entails balancing competing priorities. Employee has no supervisory responsibilities.

Guidelines:

Most work is performed according to existing procedures or written guidelines such as HUD regulations, handbooks, desk references or existing records. The employee will frequently be required to use independent judgment in making recommendations and decisions.

Complexity:

Incumbent performs multifaceted work requiring an understanding of HUD rules and requirements relative to FSS program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle interpersonal situations involving conflicts between assisted participants and landlords, with skill and professionalism.

Scope and Effect:

The employee works with the Director of Resident Services, FSS program applicants, participants, and other employees. The employee's work is essential to the successful operation of the FSS program. The employee's efforts affect other employees and residents throughout the housing developments and/or HCV program.

Personal Contacts:

The employee's contacts are primarily with residents and other agencies that provide assistance to the FSS program. Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy. The purpose of such contacts is to bring community services and tenant services to MHA's residents, foster resident pride and participation, and provide various kinds of support and assistance for individual families.

Physical Demands:

The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables or a resident who must be helped into and out of a vehicle.

Work Environment:

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Work, involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, cooled, lighted and ventilated. The employee's work is performed both indoors and outdoors, and involves numerous visits to housing developments, residents' homes, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with housing developments. The employee may be required to work unusual hours.

ALL APPLICATION MATERIALS MUST BE SUBMITTED ON-LINE:

[MHA On-line Job Application](#)

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.