



**JOB DESCRIPTION**

<b>TITLE</b>	Family Self-Sufficiency (FSS) Coordinator	<b>DEPARTMENT</b>	Housing
<b>PAY GRADE</b>	6	<b>FLSA STATUS</b>	Non - Exempt
<b>CLASSIFICATION</b>	Full Time – with benefits	<b>REPORTS TO</b>	Housing Director
<b>SUPERVISES</b>	None	<b>JOB LOCATION</b>	#2 Merchant Drive and/or St. Clair Office

**JOB SUMMARY:** The FSS Coordinator assists FSS program participants to achieve self-sufficiency through case management and provision of services.

**MAJOR TASKS:**

1. Maintain optimal caseload of goals of FSS participants
2. Keep necessary records and reports regarding the FSS program
3. Perform outreach and enroll housing participants in the FSS program
4. Assist in briefings of applicants to help recruit FSS participants
5. Prepare Individual Training and Services Plan (ITSP) with the head of the FSS family and any adult member who elects to participate in the FSS program
6. Establish rapport with organizations (including employers) that provide support services to low-income families to help reach goals.
7. Work with Program Coordinating Committee and with local service providers to ensure that FSS participants are linked to the supportive services they need.
8. Provide case management services to FSS participants to ensure that families are receiving services they need, fulfilling their responsibilities, and working toward their goals.
9. Properly establish and maintain the family’s escrow account.
10. Determine when escrow funds may be released
11. Determine when the contract is complete and funds can be released
12. Monitor the overall progress of the FSS program
13. When available, receive training in financial education, literacy, empowerment, and/or coaching
14. In addition to the above listed job duties, the FSS coordinator will perform routine HCV functions with their FSS participants in order to maintain one point of contact in the HCV program. These additional duties include:
  - a. Negotiate lease-ups and Housing Assistance Program contracts with the families and owners.
  - b. Verify family income and household composition changes.
  - c. Organize, schedule, and complete timely recertification of participants (annual and interim).
  - d. Help negotiate solutions to owner / tenant problems, conflicts or misunderstandings.
  - e. Document participant files to meet program regulations, including computer reports.
  - f. Complete rent reasonable surveys and certifications.
  - g. Recommend and document terminations for family violations of program requirements.
  - h. Coordinate inspections on units with the inspectors.
  - i. Maintain confidentiality with client information.

**EDUCATION AND EXPERIENCE REQUIREMENTS;**

1. High School Diploma required; college degree in related field preferred.
2. Experience with low-income families or housing field preferred.
3. Experience in case management preferred.



**OTHER REQUIRED CAPABILITIES AND QUALIFICATIONS:**

1. Able to problem solve, handle crisis, and work with families of various cultures and low-income backgrounds.
2. Able to establish positive working relationships with families, agency staff, and community members.
3. Able to maintain a calm and nurturing demeanor when working with families.
4. Physically able to stand for long periods of time, as well as stooping, squatting, and lift an estimated 40 pounds.
5. Able to navigate email, internet, Microsoft Word, and other computer database programs.
6. Must have an active driver's license and will be required to travel in or out of community with own transportation.
7. Open mind and non-judgmental attitude.
8. The ability to accept and learn from change
9. Shows kindness toward others.
10. Is motivated to help others.

I acknowledge receipt of my job description.

<b>Employee Signature</b>		<b>Date</b>	
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Job Description has been approved by:

Board approved: 12/31/2014

REV. 10/17/17

**JFCAC IS AN EQUAL OPPORTUNITY EMPLOYER**

\*\*JFCAC reserves the right to modify, interpret, or apply this job description in any way it desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. The job description is not an employment contract, implied or otherwise. The employment relationship remains "at-will". This job description is subject to change to reasonably accommodate qualified disabled individuals.



## JOB DESCRIPTION

<b>TITLE</b>	Housing Specialist	<b>DEPARTMENT</b>	Housing
<b>PAY GRADE</b>	5	<b>FLSA STATUS</b>	Non - Exempt
<b>CLASSIFICATION</b>	Full Time – with benefits	<b>REPORTS TO</b>	Housing Director
<b>SUPERVISES</b>	None	<b>JOB LOCATION</b>	#2 Merchant Drive and/or St. Clair Office

**JOB SUMMARY:** The Housing Specialist enables families to receive and retain housing assistance through qualifying applications, family briefings, recertification's, and contract preparations.

### MAJOR TASKS:

1. Document applications and certify families for assistance.
2. Brief families and owners on program rules and operation.
3. Negotiate lease-ups and Housing Assistance Program contracts with the families and owners.
4. Verify family income and household composition changes.
5. Organize, schedule, and complete timely recertification of participants (annual and interim).
6. Help negotiate solutions to owner / tenant problems, conflicts or misunderstandings.
7. Document participant files to meet program regulations, including computer reports.
8. Complete rent reasonable surveys and certifications.
9. Recommend and document terminations for family violations of program requirements.
10. Coordinate inspections on units with the inspectors.
11. Maintain confidentiality with client information.

### EDUCATION AND EXPERIENCE REQUIREMENTS;

1. High School Diploma required; college degree in related field preferred.
2. Experience with low-income families or housing field preferred.

### OTHER REQUIRED CAPABILITIES AND QUALIFICATIONS:

1. Able to problem solve, handle crisis, and work with families of various cultures and low-income backgrounds.
2. Able to establish positive working relationships with families, agency staff, and community members.
3. Able to maintain a calm and nurturing demeanor when working with families.
4. Physically able to stand for long periods of time, as well as stooping, squatting, and lift an estimated 40 pounds.
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**Jefferson Franklin**  
COMMUNITY ACTION CORPORATION

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<b>Employee Signature</b>		<b>Date</b>	
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**Jefferson Franklin**  
COMMUNITY ACTION CORPORATION

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