



1954 E. Houston., Suite 104 / San Antonio, Texas 78202  
 (210) 225-0071 • Fax (210) 225-6976

**POSITION DESCRIPTION**

<b>TITLE</b>	Senior Family Self-Sufficiency (FSS) Coordinator	<b>SEND RESUME TO</b>	<a href="mailto:jamie.flechas@habctx.org">jamie.flechas@habctx.org</a>
<b>SUPERVISOR</b>	Manager/Director	<b>DEPARTMENT</b>	FSS
<b>REGULAR/TEMP</b>	Regular	<b>FULL/PART</b>	Full-time

**Position open until filled**

**Position Summary:**

The Senior FSS Coordinator supports the mission of HABC by assisting with the development and implementation of Family Self-Sufficiency Program. The Case Manager with HABC residents, Resident Services staff, Housing Management, and community partners to identify needs and coordinate resources that promote self-sufficiency, empowerment and healthy communities.

**Job Description:**

**Objective A: Tenant Support and Advocacy**

- Develop and maintain a comprehensive network of education, training, mental health, substance abuse, economic development, and other supportive services for youth and adults
- Work with FSS participants in their efforts to reach self-sufficiency goals by creating plans that are clear, measurable, realistic, and timely. These plans will be created by identifying motivation and desires in participants while identifying and mitigating barriers to success.
- Maintain regular contact with clients including in-person, by telephone and in writing.
- Complete well-organized case files that accurately reflect services provided and outcomes.
- Complete paperwork, monthly reports, and case notes accurately and on a timely manner.
- Attend and actively participate in case staffing and agency meetings, weekly and as requested.
- Follow up on all referrals to ensure that adequate and appropriate services are provided.
- Collect program data to track resident progress on a monthly basis.
- Actively recruit for FSS programs on an as needed basis to ensure program is operating at capacity.

**Objective B: Supportive Services and Community Partnerships**

- Pro-actively develop and promote self-reliance activities for families including but not limited to Employment, Financial Counseling, Homeownership, and Education.
- Research similar programs and conduct literature reviews on a regular basis to ensure programs are run effectively and efficiently.
- Assist with the coordination of the Program Coordinating Committee (PCC) meeting in conjunction with FSS Coordinator and other local Housing Authorities to improve services for residents.
- Coordinate supportive services (i.e. mental health, child care, transportation, substance abuse, etc.) with appropriate community agencies.

- Evaluate needs and gaps in services and work to identify solutions.
- Proactively coordinate with housing staff to ensure effective communication.
- Support Resident Services co-workers and work as a team to accomplish agency, department and program goals.
- Participate in agency Committees as directed by supervisor, this may include but is not limited to any one committee.

### **Objective C: Program Tracking and Outcome Measurements**

- Monitor client escrow account activity for accuracy, support disbursement process and mail semi-annual escrow account statements to clients.
- Accurately complete all required paperwork by assigned deadlines. This includes: monthly reports, grant tracking, grant reports, and other data collection as necessary.
- Assist FSS Coordinator with compiling accurate data and reports for grant applications.
- Assist FSS Coordinator with Action Plan and any updates, in order to ensure policies and procedures reflect best practice.

### **MINIMUM REQUIREMENTS**

- Bachelors degree preferred in education, social work or related field.
- Minimum 3-4 year's experience full-time paid related experience.
- Computer literate
- Bilingual Preferred (English & Spanish)

### **KNOWLEDGE OF:**

- Issues impacting low-income individuals and families
- Methods and techniques of effective case management and assessment skills.
- Social service programs and community resources.

### **ABILITY TO:**

- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines
- Work occasional evenings and weekends.
- Solve complex situations and diffuse volatile situations.
- Approach problems pro-actively with solution focus.
- Communicate effectively both verbally and in writing.
- Establish working relationships with residents, co-workers, and other professionals.
- Work independently in a multiple site setting.
- Evaluate case progress and initiate necessary actions to facilitate client progress.
- Participants, and accurately completes rent calculations for Housing Choice Voucher participants by following required federal regulations and local policies.
- Submits files for case screening each month and completes any corrections for previous month by the stated due date.
- Compiles files with all necessary documents following the verification hierarchy and other required policies outlined in the HCV Administrative Plan and Standard Operating Procedures (SOPs). This includes following-up on pending documents to ensure timely processing of interim and annual re-certifications.
- Receives approved inspection reports, and completes final rent calculations for any annual recertification or new lease (initials) in a timely and accurate manner. This includes notifying

owners

**Supervision:**

The employee receives work assignments their supervisor. Priorities and time frames are established by the supervisor to achieve department goals. The supervisor monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. The Senior FSS Coordinator is responsible for setting priorities to effectively manage their caseload and assist the department in accomplishing goals.

The employee has no supervisory responsibilities.

**Responsibility for Confidential Matters:**

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

**Guidelines:**

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

**Complexity:**

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.

**Scope and Effect:**

The employee's work primarily affects the administrative output of the Assisted Housing Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

**Public Contacts:**

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

**Mental and Physical Abilities:**

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

**Working Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

**Position open until filled**

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.