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POSITION DESCRIPTION

TITLE	FSS Coordinator		jobs@habctx.org
SUPERVISOR	Managing Director	DEPARTMENT	Housing Choice Voucher
REGULAR/TEMP	Regular	FULL/PART	Full-time

SUMMARY

Under general direction of the Manager of Special Programs, assists Family Self-Sufficiency (FSS) clients with developing and attaining self-sufficiency and homeownership goals.

ESSENTIAL FUNCTIONS

- Makes initial needs assessments of FSS clients and assists clients in identifying their strengths, weaknesses and development needs.
- Develops written client service plans.
- Reassesses and monitors client situations and adequacy of client service plans.
- Completes client quarterly progress reports.
- Counsels FSS program participants regarding program procedures, rules and regulations.
- Monitors progress on FSS participants including progress related to counseling and support services provided by participating public and social service agencies.
- Works collaboratively with community resources and assists clients in using resources.
- Calculates escrow account credits and monitors client escrow balances.
- Makes recommendations for the use of escrow funds, donation and grant funds.
- Provides supportive help, advocacy and case management to individuals as appropriate.
- Assists clients in meeting the requirements of the FSS Program and meeting their final goals.
- Assures HUD regulations are followed.
- Performs all duties in accordance with Authority policies.

OTHER DUTIES AND RESPONSIBILITIES

- Complies with applicable job-related local, state and federal regulations.
- Meets or exceeds applicable job-related HUD performance standards particularly PHAS and SEMAP.
- Responsible for safety while performing all facets of job and observes all Housing Authority safety procedures, as well as all local, state and federal safety laws and regulations.
- Promotes positive customer relations.
- Performs other duties as assigned.
- Works well as a team with other coordinators.

EDUCATION, EXPERIENCE AND/ OR CERTIFICATION

- Two (2) years related work experience.
- Certified Voucher Specialist certification.
- Experience in case management.
- FSS certification is required (will send you for training once hired/must attain).

REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Knowledge of applicable national, state and local rules, regulations, statutes, policies and procedures regarding Low-Income Housing or other housing type as determined by the department at the time of job posting.
- Knowledge of operating policies and procedures of the HABC HCV program.

- Knowledge of problems and needs of families in low income housing.
- Organizational and problem-solving skills.
- Demonstrated computer literacy including knowledge of Word, Excel and related applications.
- Ability to communicate in writing.
- Ability to multi-task and prioritize responsibilities.
- Ability to communicate and interact appropriately with the general public, applicants, residents and staff.
- Ability to follow verbal and written instructions.
- Ability to work effectively with others and work independently.
- Analytical skills and problem solving ability.
- Customer relation skills.
- Demonstrate attention to detail.
- Demonstrate punctuality and reliability.
- Ability to produce clear, accurate and timely reports.

EQUIPMENT AND SYSTEMS OPERATED

- Personal computer.
- Standard office equipment.

ADDITIONAL WORKING CONDITIONS

- Requires availability to work beyond normal workday (when needed).
- Work environment consists substantially of indoor office activities performed in heated/air conditional setting.
- Position requires the need to sit, stand, bend and/or stretch for extended periods of time.
- Requires lifting, carrying and/or pushing up to 15 pounds.
- Occasional travel to various work locations in all weather conditions.
- Frequent repetitive hand movement (e.g. typing).
- Appointees will be required to possess a valid driver's license and be insurable according to agency guidelines only if the operation of a vehicle, rather than employee mobility is necessary to perform essential duties of the position.

This job description is subject to change and in no matter states or implies that these are the only duties and responsibilities to be performed. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills and abilities to perform the job will be considered.

Date Approved: