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POSITION DESCRIPTION

TITLE	FSS Coordinator		jobs@habctx.org
SUPERVISOR	Supportive Service Manager	DEPARTMENT	Housing Choice Voucher
REGULAR/TEMP	Regular - Grant Position	FULL/PART	Full-time

General Summary

The Family Self-Sufficiency (FSS) Caseworker supports individuals and families participating in the FSS Program by providing case management services that promote economic independence and long-term stability. This role involves developing individual service plans, coordinating supportive services, and monitoring participant progress toward goals such as employment, education, and homeownership. The FSS Caseworker works closely with housing program participants, community partners, and internal teams to empower clients, reduce barriers, and help families achieve self-sufficiency.

Job Description and Duties

- 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.
- Produce clear, accurate and timely reports.
- 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 FSS 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.
- Performs other housing related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of operating policies and procedures of the HCV program.
- Organizational and problem-solving skills.
- 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.
- Customer relation skills.

- Demonstrate attention to detail.
- Demonstrate punctuality and reliability.
- Demonstrated computer literacy including knowledge of Word, Excel and related applications.

Minimum Qualifications

- Two (2) years related work experience.
- Housing Choice Voucher Specialist Certification.
- Experience in case management.
- Family Self-Sufficiency Certification is required (or obtain within 12 months in the position).

Preferred Qualifications

- Associate Degree in Business Management, Public Administration, Social Work, in a related field, with two (2) years of progressively work experience in HUD Programs and calculations.
- Housing Choice Voucher Specialist Certification.
- Family Self-Sufficiency Certification
- Bilingual in English/Spanish.

Supervisory Controls

- The employee has no supervisory responsibilities.
- Routine duties are initiated by the employee without supervisory direction, and instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the supervisor for resolution.

Physical Demands / Work Environment

- Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.
- Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.
- Position requires the need to sit, stand, bend and/or stretch for extended periods.
- Requires lifting, carrying and/or pushing up to 10 pounds.
- Occasional travel to various work locations in all weather conditions.
- Frequent repetitive hand movement (e.g., typing).

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.

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.

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.

Date Updated: 7/1/2025