



FAMILY SELF-SUFFICIENCY COORDINATOR

Effective: 1/1/03

DEFINITION/PURPOSE:

Perform a variety of tasks in the development, implementation, delivery, and administration of the Authority's Family Self-Sufficiency program. Serve as case manager to participating families, facilitating their development of the skills, attitudes, and abilities necessary for them to become independent of housing subsidy. Assure program compliance and required record maintenance.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Housing Program Specialist by the requirement to engage, challenge, and recruit Section 8 participants into the Family Self-Sufficiency Program. Once in the program, serve as case manager through their contracted period, assisting them to become independent of housing subsidy through monitoring, counseling, and guiding them in accomplishment of the established goals of each individual participant. It differs from the Section 8 Supervisor by the latter's responsibility for continuing supervision and training of a number of Housing Program Specialists, and other Specialists, administering a variety of Section 8-related programs.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct supervision and direction from the Housing Programs Analyst.

This classification exercises no supervision over other Authority employees; however, may give lead direction to assigned clerical employees.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Provide appropriate Family Self-Sufficiency (FSS) Program monitoring, evaluation, and case management. Provide a variety of subsidized low-income housing related supportive services to program families.
- Provide and explain FSS program procedures and objectives to housing program participants. Conduct individual and group briefing sessions for eligible tenants and the process of entering the FSS program. Prepare and assemble materials for briefing packets.

- Interview, evaluate, and counsel potential and current program participants. Compile case histories, review relevant documents, and assess client skills, abilities, education level, health, psychological, and social status.
- Collaborate with community supportive and social services available to program participants of the County. Refer program participants to appropriate agencies that best meet client needs. Guide and direct clients in making initial contact with agencies.
- Monitor, assess, and document the extent of participant progress and concerns. Counsel and advise program participants on remedies and resources available.
- Perform ongoing determination of continuing program eligibility. Determine eligibility and approve contract extensions for the program.
- Perform a variety of administrative support functions and tasks to ensure success of program operation. Participate in the preparation of reports and other documents as required.
- Review and interpret local, State, and Federal housing laws, rules, and regulations.
- Represent the program to the Program Coordinating Committee, community groups, businesses, and local, State, and Federal agencies.
- Execute a written Contract of Participation with each participant and develop an Individual Training and Services Plan to guide participants toward personal, educational, and employment goals.
- Determine prospective FSS escrow account contributions for participating clients. Explain the funding method, requirements, and possible outcome of the account. Establish client escrow accounts with the Finance Department and provide them with necessary information.
- Develop training modules for clients. Conduct forums and presentations to clients, the public, community groups and social service organizations.
- Input necessary data into the Authority computer system. Maintain an accurate and comprehensive program database for statistical and reporting purposes.
- Maintain a close working relationship with county and community governmental, social service, and law enforcement agencies for purposes of facilitating timely delivery of service, verification of information, and to protect program integrity.
- Respond to written and telephone requests and inquiries from the general public concerning programs. Prepare necessary correspondence.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Assist in the preparation and implementation of proposals and applications for funding.
- Conduct preliminary investigations where fraud is suspected. Refer findings to the advisory program board for screening if probable cause exists.
- Attend a variety of Authority meetings.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – Principles of human behavior. Methods and techniques of case management. The eligibility requirements and the administrative requirements of Section 8 programs and the FSS program. Methods and techniques of client interviewing and counseling. Local social services agencies and appropriate contacts. The local housing markets. Pertinent Federal, State, and local, statutes relating to rental and leased property. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Standard business mathematics and document formats. Operate standard office equipment. Uses of personal computers. Basic Authority organization and rules and regulations. Modern office procedures.

Ability to – Effectively interview and gather, record, and correctly evaluate data. Correctly interpret rules and regulations for program participants and prospective participants, and the general public. Appropriately advise, counsel, motivate, and assist program participants. Initiate and answer correspondence independently. Organize and prioritize work effectively, meet required deadlines, and accommodate change. Work under pressure. Maintain accurate and systematic records. Make complex mathematical computations. Maintain confidentiality. Effectively, sensitively, and patiently relate to clients and their family members, and the general public. Establish and maintain effective working relationships with those contacted in the course of work. Function effectively in diverse cultural settings. Make independent analyses, make clear judgments, and take appropriate action. Maintain a sense of surroundings to assure personal safety. Communicate clearly and effectively both orally and in writing. Operate a personal computer using various Windows-based applications programs. Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.

Physical Abilities and Work Environment – Sit and stand for lengthy periods of time in both indoor office and field environments. Drive an Authority owned automobile between properties in neighborhoods featuring a variety of cultural influences. Climb stairs, walk over uneven ground, stoop, and bend. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office machines.

Licenses and Certificates - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Other: - Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Be able to work flexible hours, e.g. evenings and weekends, as required.
- Bilingual skills in English and Spanish are desirable.
- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of responsible experience in the provision of direct social, community, or housing services in a multi-cultural environment and dealing with different socioeconomic levels.

Education – Possess a bachelor’s degree from an accredited college or university with major course work in social work, human services, counseling, psychology, or a related field.