



Job Vacancy

Position Title	FSS Coordinator	Department	Housing Choice Voucher (HCV)
Reports To	HCV Director	Employment Status	Full-Time
FLSA Status	Non-Exempt	Salary Range	\$19.27 - \$28.91
Date Posted	January 2, 2019	Date Closed	Open Until Filled

Summary

The primary purpose of this position is to plan, organize, implement, and evaluate the delivery of services and implementation of strategies to improve resident self-sufficiency. The incumbent coordinates the operations of the Family Self-Sufficiency (FSS) program. The incumbent works with the HCV Department to ensure that all services are compliant with relevant HUD regulations. This position may be contingent upon funding.

All activities must support the Auburn Housing Authority (“AHA” or “Authority”) and its managed agencies’ missions, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

FSS Tasks

1. Researches appropriate public and social service agencies, resident groups, and private businesses to determine the most appropriate agencies to provide service to family members participating in the FSS program.
2. Coordinates the establishment of the Program Coordinating Committee (PCC) by using various resources to determine the appropriate agencies to represent the community in accordance with the FSS Action Plan.
3. Drafts the appropriate forms and/or letters to (1) recruit representatives for the PCC; (2) notify program participants about the FSS program and request responses to determine interest; (3) track results of recruitment of FSS participants; (4) determine eligibility to participant in the FSS program.
4. Administers the FSS Program in accordance with the FSS grant, FSS Action plan, HUD and AHA rules and regulations.
5. Establish procedures for recruitment of FSS participants and maintains a minimum of 30 FSS participants; the FSS program shall not exceed 35 participants. The caseload is subject to change.
6. Establish a system for selecting participants for the FSS program.
7. Processes applications for participation in the FSS program.
8. Determines services needed by participants and match services and providers with participant’s needs.
9. Develops the Individual Training and Services Plan (ITSP) for the participant.
10. Assists participants with tasks associated with enrollment and/or application for services and programs required in ITSP.
11. Negotiates and drafts Contract of Participation (COP).
12. Prepares and submits the FSS grant application annually and complies with all grant requirements.
13. Conducts one-on-one initial assessment interviews with potential FSS participants, prepares needs assessments, monitors needs, and makes referrals.
14. Ensures FSS participants comply with AHA and FSS program requirements, to include but not limited to: gaining employment, contributing to an escrow account, attending various workshops, striving to meet personal goals as outlined in the participant’s ITSP, and other program requirements.



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15. Assists FSS participants in preparing applications and forms for college grants, scholarships, employment, college enrollment, and other activities.
16. Works collaboratively with the Resident Services Coordinator to identify resources and services that promotes self sufficiency.
17. Reviews and reports escrow accounts and provides various FSS reports on a monthly basis. Files case studies for FSS participants as required.
18. Complies with all AHA and HUD requirements related to the FSS grant.
19. Assists FSS participants with their participation in the AHA's HCV Homeownership Program.
20. Completes other duties as assigned.

HCV Case Management Tasks

1. Determines need for interim rent, income, and family composition changes; updates resident files; and completes required processing procedures.
2. Certifies and calculates rent subsidy and utility allowance for current FSS participants in accordance with HUD and Authority regulations.
3. Maintains an assigned caseload based on AHA needs by serving as caseworker for all FSS participants, handling questions and complaints as they arise.
4. Develops and maintains confidential applicant files; compiles data from a variety of sources, databases, and logs.
5. Prepares information packets for HCV re-certification.
6. Counsels FSS participants and resolves tenant/landlord issues; answers tenant/landlord questions or escalates issues to HCV Director.
7. Provides FSS participants with information regarding social service agencies, as appropriate.
8. Completes other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

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Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

1. Knowledge of HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
2. Knowledge of case management processes including intake, assessment, and referral. Skill in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
3. Knowledge of available social service and community providers.
4. Skill in preparing proposals, negotiating, and networking.
5. Skill in composing accurate and timely programmatic reports in compliance with related regulations.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the AHA and/or HUD.
7. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

(1) A two-year college degree or (2) completion of a specialized course of study at a business or trade school or (3) completion of specialized training courses conducted by vendors or (4) job specific skills acquired through on-the-job training or apprenticeship program and a minimum of three (3) years of case management or related experience. An equivalent combination of education and experience may be considered.. Must possess a valid Alabama driver's license and be insurable under the Authority's plan. Upon hire, must complete the FSS Certification within a year.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.



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Work Environment

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 generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Four-Day Work Week (Monday - Thursday)

Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a very competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

Application Process

To apply, please send your resume to spaschal@auburnhousingauth.org and include the job title “FSS Coordinator” in the subject line of your email. If you have questions about the FSS Coordinator’s position, please call (334) 821-2262.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]