

FAMILY SELF-SUFFICIENCY SERVICE COORDINATOR

Any Town Housing Authority

Job Description

DISTINGUISHING FEATURES OF THE CLASS:

This work involves responsibility for planning, developing, implementing, maintaining, evaluating and overseeing programs designed to increase the economic self-sufficiency of low-income families and thereby reduce their need for subsidized programs and services. The work is performed under general supervision of senior management, with considerable requirement for independent judgment and action taken in the above areas. Supervision may be exercised over one or more subordinate employees.

TYPICAL WORK ACTIVITIES:

- Plans, implements, directs, and evaluates the Family Self-Sufficiency Program in accordance with regulations promulgated by the United States Department of Housing and Urban Development and policies set by Any Town Housing Authority;
- Develops or assists with the development of Action Plan policies for the program with the recommendations of the Program Coordinating Committee;
- Supervises and participates in the preparation and maintenance of program materials, reports and records such as assessments, financial records, activity reports and case management records;
- Maintains data regarding Family Self-Sufficiency services and accomplishments and prepares reports summarizing these service data for use by the Any Town Housing Authority, the Department of Housing and Urban Development and the community of service providers assisting with the delivery of services;
- Serves as liaison among and between related departments within Any Town Housing Authority whose goals and daily work product relates to the Family Self Sufficiency program including but not limited to housing choice voucher, public housing, finance and other resident services;
- Serves on special boards and committees serving Any Town Housing Authority residents needs and represents Any Town Housing Authority at workshops and training programs which benefit from Any Town Housing Authority participation and/or sponsorship.
- Networks with community agencies, determines key leadership from these agencies and coordinates the formation and ongoing viability of a Program Coordinating Committee to provide services, technical assistance and policy guidance.
- Collaborates with community agencies and mainstream providers for the provision of these services for clients;
- Contracts through Memoranda of Agreement or contracts with community agencies and mainstream providers to ensure on-going provision of these services for clients;
- Interviews and determines the eligibility of applicants for the Family Self-Sufficiency Program;
- Assesses service needs of program participants, and through case management, goal setting, referrals and monitoring assists participants in accessing appropriate public or private community agencies to obtain specialized types of assistance;
- Reviews case records to update and monitor client needs; and
- Maintains knowledge of successful national and local efforts to assist low income families achieve economic self-sufficiency.

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FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Demonstrated knowledge of: the characteristics, needs and interests of housing choice voucher and public housing residents; the principles, practices and techniques of program planning, implementation and evaluation; federal, state and local housing regulations as related to or applied to the Family Self-Sufficiency Program; accepted case management techniques including appropriate assessment, goal setting, referral, monitoring and limited crisis management techniques; client centered interviewing techniques; community agencies, facilities and services which can be utilized to aid residents.

Demonstrated ability to: plan, organize and direct activities and services; to communicate effectively, both orally and in writing; establish comfortable and effective relationship with others; secure the cooperation of others; successfully work with and serve a diverse local community.

Demonstrated characteristics of: initiative and resourcefulness; tact; courtesy; sensitivity to the needs of residents; and a physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Master's Degree in psychology, sociology, social services, human services, education or related field from an accredited college or university and three years demonstrated experience in direct and in-direct (administrative) economic self-sufficiency services to a diverse, low income clientele;
- B. A Bachelor's Degree in psychology, sociology, social services, human services, education or related field from an accredited college or university and five years demonstrated experience in direct and in-direct (administrative) economic self-sufficiency services for a diverse, low income clientele; or
- C. An Associate's Degree in psychology, sociology, social services, human services, education or related field from an accredited college or university and seven years demonstrated experience in direct and in-direct (administrative) economic self-sufficiency services for a diverse, low income clientele; or
- D. Graduation from high school or possession of a high school equivalency diploma and ten demonstrated experience in direct and in-direct (administrative) economic self-sufficiency services for a diverse, low income clientele; or
- E. An equivalent combination of training and experience as defined by the limits of (A), (B) or (C).