

Centre County Housing Authority is an Equal Opportunity Employer

POSITION TITLE: Family Self-Sufficiency (FSS) Program Coordinator and Case Manager
(Full-time 37.5 hours per week, Non-exempt, Grant Funded Position)
Rate: \$18.00 per hour plus benefits

REPORTS TO: Deputy Executive Director

JOB SUMMARY: The duties of the FSS Coordinator include outreach to increase the number of participating families in the program, and to enhance case management for current participants. Outreach duties include, but are not limited to: preparing mailings to Section 8 program participants, contacting program eligible Housing Authority families for new interest, providing information and other resources to area agencies about the program, explaining the program to individuals during voucher briefings, lease-up, and recertification appointments, using social media and other media to promote the FSS program with marketing brochures and flyers, and maintaining all necessary FSS resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Plan, implement, direct, and evaluate the Family Self-Sufficiency (FSS) Program in accordance with HUD and Centre County Housing Authority (CCHA) regulations and guidelines.
2. Provide ongoing housing, budget, debt and credit training, employment, and other counseling.
3. Provide initial contact with families expressing interest in FSS, review program services and goals with each client, and actively recruit and encourage families to participate in the FSS program.
4. Assist families in identifying their realistic goals (both long term goals and short-term goals), barriers to those goals, and individual action steps to assure each family can achieve their goals.
5. Prepare the Family Self-Sufficiency Contract of Participation including an Individual Training and Services Plan and explain the escrow account to the head of the FSS family.
6. Visit with participant and/or schedule office appointments to provide pro-active ongoing case management to assure follow-up to action steps and motivation towards self-sufficiency goals.
7. Refer to job training programs and other community resources necessary to achieve the desired goals of self-sufficiency.
8. Provide landlord-tenant mediation for the term of the client's lease.
9. Provide information and referral assistance and encourage participation in available supportive services from appropriate social service agencies and/or community programs.
10. Establish payment plans for bills, budgets, and past debts.

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ESSENTIAL DUTIES AND RESPONSIBILITIES, CONTINUED:

11. Work cooperatively with representatives of referral agencies and conduct follow-up on all service referrals to assess effectiveness of service delivery.
12. Maintain accurate records and complete monthly outcomes and activity reports to ensure effectiveness of case management services.
13. Complete appropriate/required program reports regarding counseling hours, monthly outcomes, etc., in a timely manner. Assist in the preparation of HUD required reports.
14. Update and maintain correct accounting records regarding escrow funds and payments.
15. Maintain a complete working file providing activity documentation and copies of appropriate FSS related paperwork.
16. Assist families with questions regarding the FSS program.
17. Order program supplies as needed.
18. Perform additional duties and tasks as assigned.

REQUIRED SKILLS, KNOWLEDGE, AND QUALIFICATIONS:

- Ability to read, write and communicate proficiently.
- Ability to apply understanding and critical thinking skills for financial tasks.
- Flexible schedule with regular attendance required.
- Ability to multi-task and manage time efficiently.
- Solid decision-making and strong organizational skills.
- Ability to maintain the integrity of confidential information.
- Strong attention to detail with a high degree of accuracy.
- Must be proficient with various computer software systems and files.
- Must have a PA driver's license and be insured and able to drive a motor vehicle.
- Experience in housing, or community services, and client case management
- Graduation from an accredited high school, or possession of a high school GED
- An associate or bachelor's degree is highly preferred in social work or human services