



Family Self-Sufficiency (FSS) Coordinator Job Description

Job Overview

The Family Self-Sufficiency (FSS) Coordinator is responsible for the development and management of the FSS program, administered by the Greenfield Housing Authority (GHA) and the Franklin County Regional Housing and Redevelopment Authority (HRA). Provides case management for FSS Participant families. Coordinates support services, programs, and on-going support groups. Identifies and shares educational knowledge, skills training, and job opportunities. Collaborates with community liaisons for job training/educational resources. Coordinates outreach efforts. Assists eligible FSS participants with obtaining necessary resources to become more self-sufficient. Conducts group/individual sessions on topics facing FSS clients. Performs other duties as required.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Administers the FSS Program complying with the HUD Action Plan. Develops and maintains monitoring tools, programs, and policies in the FSS program. Ensures department procedures are aligned and comply with federal guidelines.
- Recruits and conducts intake interviews with FSS applicants. Conducts assessment of individual participants, in areas such as educational and training needs, job experience, personal and career goals, motivation, child care, transportation needs, health status, and "life skills."
- Works with individuals to develop an Individual Training & Service Plan (ITSP). Completes the FSS Contract of Participation. Sets goals with participants to address areas that may be "barriers to employment," including family work, childcare, transportation, mental and physical health, education, employment stability, training, and financial concerns.
- Monitors progress of program participants by maintaining and documenting quarterly contact. Ensures successful attainment of goals.
- Provides/coordinates active advocacy and support services.
- Verifies accuracy of escrow deposits and oversees release of escrow accounts with program completion.
- Maintains current in knowledge of laws, regulations, policies, and procedures pertaining to Housing Choice Voucher, FSS, and Homeownership programs.





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- Ensures and informs co-workers and staff of program changes and best practices in Housing Choice Voucher, FSS and Homeownership programs. Ensures other co-workers and staff are aware of any other changes/best practices.
 - Works with the Housing Authority staff and supervisors at GHA and HRA to provide administration of programs.
 - Develops and maintains a Program Coordinating Committee.
 - Prepares grant applications, other proposals, and status reports.
 - Attends regional and state FSS meetings, and other events, workshops, and training. Acquires information and shares learnings with co-workers and participants.
 - Promotes community recognition of the FSS program through public speaking, presentations, press releases, newspaper articles, and individual meetings within area resources and agencies. Attends networking meetings throughout Franklin County.
 - Conducts case coordination of FSS Participants including progress of individual participants.
 - Oversees calculation and release of escrow accounts.
 - Coordinates support services, programs, and on-going support groups that meet needs of the individual family,
 - Identifies areas of job opportunities.
 - Collaborates with liaisons for job training/placement and educational resources.
 - Coordinates outreach efforts in the community.
 - Supports the understanding of: income calculations, housing ratios, personal credit and debt analysis, evictions, foreclosures, and other debt management/home loan steps.
 - Supports former FSS participants from the Housing Choice Voucher Homeowners program, periodically, and in conjunction with Housing Choice Voucher Case Managers.
 - Monitors and requests release of FSS Escrow Funds for interim withdrawals and final payouts.
 - Performs other duties as required.

Education, Training and Experience

- Five (5) years of direct service experience, with two (2) years of experience in a Human Services field, including experience with job counseling and placement, and case management; administrative experience; and experience working with the public and responding to customer service requests or an equivalent combination of education and experience are required.
- Experience working with affordable housing programs and with diverse socio-economic populations is required. Experience working with budgets, and credit and debt management is required. Bilingual language skills are preferred. Experience in community organizing is highly desirable. Valid Massachusetts Driver's License is required. Position requires ability to be bonded and insured. Must work some evenings.





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- **Knowledge:** Knowledge to interpret and apply laws, government and department policies, procedures, and regulations. Knowledge and experience to maintain professional boundaries. Knowledge and experience to develop strong relationships with varied and diverse socio-economic populations. Knowledge of business administration, practices, and general administrative office procedures. Knowledge of local, state, and federal laws. Knowledge to manage the grant application process. Knowledge of mortgage lending principals and practices. Knowledge of Section 8 and FSS programs. Working knowledge of budgeting, credit and debt management.
 - **Ability:** Ability to plan, organize, and collaborate with others. Ability to communicate effectively. Ability to establish and maintain effective working relationships with all customers. Ability to recognize department priorities and work cooperatively to support their accomplishment. Ability to maintain confidentiality. Ability to follow oral and written instructions. Ability to demonstrate high levels of motivation, independence, and task-orientation behaviors. Ability to demonstrate creativity. Ability to prioritize and work with multiple projects in a fast-paced environment. Ability to operate a computer and proficient in the use of MS Office Suite and database applications. Ability to determine course of action, define and set goals, and identify resources for multiple social service areas. Ability to package loans and guide customers through the loan process. Ability to be bonded and insured. Ability to work with and manage small and medium sized groups. Ability to maintain current knowledge of job functions.
 - **Skills:** Proficient presentation skills. Proficient problem-solving skills. Excellent analytical skills. Excellent customer service and organization skills. Excellent written and verbal communication skills. Proficient computer skills and MS Office Suite applications including Word, Excel, Access, Publisher, PowerPoint, and other similar PC software. Skill and knowledge to manage grant funding. Skill to develop and/or revise marketing materials. Proven skills in crisis management and the ability to handle sensitive situations with empathy and professionalism.

If you are passionate about making a difference in the lives of individuals facing challenges and possess the necessary skills, we encourage you to apply for this rewarding opportunity as a Family Self Sufficiency Coordinator.

Pay: \$48,000.00 - \$55,000.00 per year

How to Apply: Please submit resume to Jodi Clough at jodi@greenfieldhousing.org

