



JOB DESCRIPTION

TITLE: Family Self Sufficiency Coordinator

DEPARTMENT: Community Services

SUMMARY DESCRIPTION: This is a grant funded, full time professional position in the Community Services Department of Pierce County Housing Authority (PCHA). The Community Services Department is committed to the respectful provision of services and education that offer opportunities for subsidized housing program participants to increase their housing and financial stability, succeed in meeting self established goals, and attain the future they envision for themselves and their families.

The FSS Coordinator provides classroom training that addresses employment readiness, financial literacy, self empowerment, goal setting, and preparation for homeownership. The FSS Coordinator also provides individual case management to program participants, including needs assessment, identification of individualized goals, development of detailed service plans, linkage to appropriate services, and ongoing monitoring of participant progress.

This FSS coordinator position serves participants of PCHA's subsidized housing programs. This position works with clients, employment service providers, employers, and community employment coalitions to prepare the client for successful entry or re-entry into appropriate employment.

This position is responsible for recruiting and scheduling program volunteers through community contacts and coalitions, managing volunteer schedules and assisting in coordination of volunteer recognition activities. The FSS Coordinator conducts activities linked to program evaluation and manages program demographic and outcome data.

The successful candidate must be able to attend training and pass Family Self-Sufficiency certification within one year of hire.

Additional duties may be assigned by the Director of Supported Housing.

PAY RATE: \$23-\$25 per hour plus medical and dental benefits. Four day, forty hour work week, including evening and weekend hours as required.

RESPONSIBILITIES:

Outreach/Marketing

Informs and recruits program participation by participants in the Section 8 and Low Income Public Housing (LIPH) programs of PCHA

Classroom Training

Works as a member of the Community Services staff to develop an annual FSS training and education calendar that includes both core curriculum and special sessions developed in response to participant need and/or interest.

Provides training in conjunction with community volunteers with identified expertise

Develops, produces and distributes training materials

Client Services

Interviews FSS candidates to determine clients' service needs, providing linkage to specific services designed to assist the family in achieving self- sufficiency.

Develops a detailed service plan outlining the specific services (such as employment training, education and counseling), timeframes and goals for achieving self- sufficiency.

Establishes and maintains regular meetings with participating families to monitor their progress toward completing the FSS Plan.

Coordinates escrow account payments and withdrawals with the approval of the Community Services Director

Develops strong working relationships with various service providers; including educational, banking and human service organizations to ensure effective referral of FSS clients and associated follow-up.

Maintains regular contact with Section 8 Housing Specialists to apprise them of client progress and to assist in the coordination of services.

Employment

Employment is the primary focus of FSS. The coordinator works with FSS participants to assess readiness for employment, identify challenges, develop individualized career path.

Implements homeownership opportunities through the 8(y) and 5(h) programs as available

Conduct employment training; including delivery of curriculum detailing preparing for, applying for, and successfully retaining employment.

Work with clients to develop individualized plans based on client education, skills, experience, challenges, and interests leading to stable employment.

Provide referrals to community employment resources as needed.

Provide ongoing post-employment, job retention services.

Financial Education

Provides basic financial education curriculum

Works with clients to develop individual household budgets

Pulls client credit, reviews credit report with client

Develops individualized plan for credit repair where needed

Provide ongoing credit information and assistance

Other

Reviews client files, calculates escrow, and monitors monthly escrow transactions

Maintains complete and correct program files and records

Develops reports as required for PCHA, HUD and other funding entities

Ensures grant maintenance as required by HUD and other funders.

QUALIFICATIONS:

To be employed in this position an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

Education

- BA degree in social services, social work, education, or a related field desired. An equivalent combination of education and experience will be considered.

Knowledge and Experience

Need to have a thorough understanding of:

- Job search skills (e.g., developing a job search strategy, writing resumes and preparing for interviews)
- Possible barriers and risks to an individual's rehabilitation (e.g., financial, learning disabilities and transportation issues)
- Labor market information and occupational trends (e.g., national, local and hidden job market)
- Special hiring authorities, tax credits and special employer incentives
- Principles and methods for showing, promoting and selling services (e.g., marketing strategy and tactics, program demonstration and sales techniques)
- Job development and placement strategies
- Federal and state rehabilitation laws, rules, regulations and guidelines
- Support services and resources within the community (e.g., Veteran Service Organizations, colleges or universities and mental health services)
- Occupational Tools (e.g., Occupational information Network (O*NET), Dictionary of Occupational Titles (DOT) and Occupational Outlook Handbook (OOH))
- Considerable knowledge of the principles and practices of case management provision, including interviewing, service plan development, service coordination, and monitoring.
- Ability to acquire thorough knowledge of FSS, Housing Choice Voucher Program, and Public Housing regulations and policies.
- Knowledge of budgeting, credit repair
- Knowledge of local social service resources

- Experience in classroom teaching and presentation of information to groups and organizations.

Abilities

- Strong customer service orientation
- Sensitivity to the needs of PCHA clients who are homeless, low income, limited English speaking or impacted by domestic violence, substance abuse, or other barriers to employment
- Commitment to diversity and able to work well with diverse family styles and multi-ethnic populations
- Strong oral, written and interpersonal communication skills
- Satisfactory completion of Family Self-Sufficiency certification within one year of hire.
- Creativity in problem solving, decision making and negotiating solutions
- Working independently and as a member of the Community Services team
- Prioritizing and organizing workload and managing time to meet deadlines
- Proficient in Windows 2007, Word, Excel, and Microsoft Outlook
- Ability to obtain Credit Counseling certification within 6 months of hire
- Ability to work a flexible schedule, including evenings and weekends
- Reliable transportation and ability to travel independently to multiple sites in Pierce County.
- Consistent and timely attendance is integral to this position's performance standard.

Special Note

Individuals employed in this position may have unsupervised access to children and/or developmentally disabled persons. The Housing Authority shall seek, and applicant must consent to, a comprehensive criminal background check.

Selection Procedure

This is a competitive selection process. Those applicants whose qualifications most closely correspond to the position requirements will be eligible for further consideration.

Where to Apply

If interested in applying for this position, submit application (available on-line at pchawa.org) and resume to:

Human Resources
humanresources@pchawa.org
Pierce County Housing Authority
603 Polk Street South, Building A
Tacoma, WA 98444

PCHA is an Equal Opportunity Employer and Equal Housing Opportunity Agency