



PIERCE COUNTY HOUSING AUTHORITY

11515 Canyon Rd E, Puyallup, Washington 98373 | 253-620-5400 | www.PCHAWA.org

JOB DESCRIPTION: Family Self Sufficiency (FSS) Coordinator

TITLE:	Family Self Sufficiency (FSS) Coordinator
REPORTS TO:	Deputy Executive Director
SALARY RANGE:	\$28.00 - \$32.00/ hourly PCHA Benefits Package
SHIFT/SCHEDULE:	Hourly, Exempt Non-Union

The Pierce County Housing Authority (PCHA) is a self-supporting public body enterprise created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of the Pierce County Housing Authority is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 121 HUD Public Housing units that we are in the process of selling, 20 Units of USDA/RD Housing, administers approximately 3,003 HUD Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 apartment units in 8 communities. Additional competitive grants received periodically for the Renovation and Modernization of existing facilities, construction of new facilities, and in support of our Family Self-Sufficiency Programs. Currently, the Pierce County Housing Authority employs approximately 50 individuals.

BASIC FUNCTION

This is a grant funded, full-time professional position in the Supported Housing Department of Pierce County Housing Authority (PCHA). The Affordable Housing 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.



ESSENTIAL FUNCTIONS

- **Outreach/ Marketing**
 - Inform and recruit 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 Deputy Executive 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, and 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 preparation 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 and 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.

REQUIRED KNOWLEDGE & SKILLS

- 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.

REQUIRED 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 Affordable Housing team
- Prioritizing and organizing workload and managing time to meet deadlines
- Proficient in Windows 2007, Word, Excel, and Microsoft Outlook
- 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.

PREFERRED QUALIFICATIONS

- College degree, Associate's, or Bachelor's degree, with major course work in liberal arts, social services, business administration, or related field. Directly relevant experience will be considered in lieu of required degree.
- Excellent verbal and written communication skills, as well as negotiation, problem-solving, outcome measurement and analysis skills.
- Mission-driven experience with a focus on serving the public.
- Must demonstrate high degree of integrity, ethics, and respect for others.

MINIMUM REQUIREMENTS

- **EDUCATION:** A minimum of a High School diploma or equivalent
- **EXPERIENCE:** At least three (3) years of progressively responsible public housing or nonprofit social service program oversight experience.
- **LICENSES AND OTHER REQUIREMENTS:** Valid Washington Driver's License with an insurable driving record. Consent to and pass criminal record background check in accordance with position requirements, including but not limited to HUD guidelines.
 - Ability to obtain Credit Counseling certification within 6 months of hire

WORKING CONDITIONS

- **WORK SCHEDULE:** Keep office hours sufficient to serve the public and manage staff; Monday through Thursday (10-hour shifts), or Monday through Friday (8-hour shifts), some weekends and holidays if the need arises,
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and calculator.
- Seeing to read various data both on paper and computer screen. Accommodations can be made as necessary for individuals with visual impairments.
- Bending at the waist to retrieve materials.
- May include lifting up to 50 lbs.
- **SPECIAL NOTE:** Individuals employed in this position may have unsupervised access to children and/or developmentally disabled persons.
- **HAZARDS:** Contact with dissatisfied or abusive individuals

EQUAL OPPORTUNITY

Pierce County Housing Authority is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

APPLICATION REQUIREMENTS AND PROCESS

- Submit both a one-page cover letter and resume.
 - Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job announcement.
 - Resume should detail all education and experience that qualifies you for this position.
- **SUBMIT:** Email cover letter and email as attachments to HumanResources@pchawa.org with SUBJECT Line of "FSS Coordinator– Your Last Name, Your First Name"
OR mail to:
 - Human Resources
 - 11515 Canyon Rd E.
 - Puyallup, WA 98373
- Questions may be addressed to:
 - Ney Calhoun, Human Resources Manager
 - humanresources@pchawa.org
 - 253-620-5420
- **DUE DATE:** Position open until filled.