



FAMILY SELF-SUFFICIENCY SPECIALIST

Effective: 6/1/2011

DEFINITION/PURPOSE:

Perform a variety of client-service tasks in the development, implementation, and delivery of housing services to new and continuing Family Self-Sufficiency (FSS) Program participants. Provides support and resources for FSS families receiving rental assistance to assist them in becoming economically self-sufficient.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Housing Programs Specialist by the requirements to work with clients in the day-to-day administration of the Housing Choice Voucher (HCV) FSS Program. In addition, work involves providing programs that will develop their educational, employment and economic opportunities. The work also involves ensuring full occupancy by qualified tenants, performing reexaminations for FSS participants and performing administrative tasks involved in the review and maintenance of the FSS caseload.

SUPERVISION RECEIVED AND EXERCISED:

Receives daily direction and guidance from the FSS Coordinator and supervision from the Housing Programs Manager.

This classification exercises no supervision over other Authority employees; however, may give lead direction to assigned clerical employees.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to, the following:

- Assist in the implementation of Authority goal, objectives, policies and procedures regarding agency's FSS Program.
- Assess qualifications, skill level and job-readiness of FSS program participants.
- Verify and document information provided by prospective and current tenants for certification. Determine income and allowances; compute total tenant payment; determine appropriate rent and send out notices of approval/disapproval. Explain methodology to participants.

- Counsel tenants on unit affordability and the maintenance of decent, safe, and sanitary housing. Advise and counsel clients and landlords concerning housing situations and problems. Motivate clients to meet program goals. Explain program procedures and objectives to program participants at assigned briefings.
- Review, interpret, implement, and keep updated on all rules and regulations concerning HCV programs, as well as applicable local, State, and Federal laws, regulations, and codes, and Authority rules, regulations, and administrative plan.
- Interact with and counsel participants on a variety of potentially intense life situations, and advise on the challenges of program participation. May prepare individual contracts for program participation. Work closely with family members. Provide participant access to a variety of low-income housing-related support services.
- Coordinate activities with various HCV Special Programs (Family Unification; VASH; Home Ownership etc.).
- Solicits the support and participation of resident, public, private and community based organizations in the accomplishment of established goals and objectives.
- Mail out and receive verifications of information used for determination of continuing eligibility/rent changes, etc. for entire caseload. Request, receive, interpret, and distribute INS and criminal background checks.
- Determine termination of participants from housing program assistance. Notify both participants and landlords.
- Calculate money owed to the Authority, set up repayment schedules, monitor payments, and terminate program participants in cases of fraud or other misconduct.
- Mediate disputes between tenants and landlords to resolve claim charges resulting from inspections. Make judgments on evidence submitted.
- Research and compile information and data for statistical and financial reports. Maintain a variety of statistical records and check and tabulate data.
- Input necessary data into the Authority computer system. Maintain an accurate and comprehensive program database for statistical and reporting purposes.
- Advise and implement portability opportunities and coordinate with other housing authorities to insure effective and efficient transfer of tenants.
- Respond to written and telephone requests and inquiries from the general public concerning programs. Prepare necessary correspondence.
- Schedule all tenant/landlord appointments. Also, respond to walk-ins who request unscheduled face-to-face meetings. Conduct periodic meeting with clients to provide extensive counseling and updating of required self-sufficiency plans.
- Conduct preliminary investigations of fraud, illegal drugs, controlled substance activity, violent criminal activity, destruction of property, neighborhood disturbance. Take authorized action as a result of findings.
- Maintain a professional and cordial attitude towards clients, co-workers and community partners.
- Maintain consistent and regular attendance.

OTHER JOB FUNCTIONS:

- Attend a variety of Housing Authority meetings.
- Prepare files and present information for program hearings.
- Represent the Authority and its programs to community groups, businesses, and governmental agencies.
- Assist in marketing plan for FSS Program including recruitment and outreach.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The eligibility requirements and the administrative requirements of a variety of available public housing programs. Methods and techniques of client interviewing and counseling. Local social services agencies and appropriate contacts. Sensitivity to ethnically and culturally diverse individuals, communities, agencies and organizations which comprise the constituency of HACM. The local housing market.

Pertinent Federal, State, and local, statutes relating to rental and leased property. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Standard business mathematics and document formats. Operate standard office equipment. Uses of personal computers. Basic Authority organization and rules and regulations. Modern office procedures.

Ability to – Effectively interview and gather, record, and correctly evaluate data. Correctly interpret rules and regulations for recipients, landlords, prospective landlords, and the general public. Appropriately advise, motivate, and assist program participants. Initiate and answer correspondence independently. Organize and prioritize work effectively, meet required deadlines, and accommodate change. Work under pressure.

Maintain accurate and systematic records. Make complex mathematical computations. Maintain confidentiality. Effectively, sensitively, and patiently relate to clients, landlords, the general public, and coworkers. Function effectively in diverse cultural settings. Make independent analyses, make clear judgments, and take appropriate action. Maintain a sense of surroundings to assure personal safety. Communicate clearly and effectively both orally and in writing. Operate a personal computer using various Windows-based applications programs. Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.

Physical Abilities and Work Environment – Sit and stand for lengthy periods of time in both indoor and outdoor environment. Drive an Authority owned automobile between properties in neighborhoods featuring a variety of cultural influences. Climb stairs, walk over uneven ground, stoop, and bend. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office machines. Lift or carry up to 25 lbs.

Licenses and Certificates - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier. Possession of a FSS Specialist or Housing Specialist Certificate is desirable.

Other: Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Bilingual skills in English and Spanish are desirable, however may be required in some positions.

- Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of responsible experience in the provision of direct social, community, or housing services in a multi-cultural environment and dealing with different socioeconomic levels.

Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.), supplemented by courses in social sciences. Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in social sciences, or related field is desirable.

Approved by Board 5/23/2011