

NeighborWorks Housing Solutions

POSITION DESCRIPTION

Position Title: FSS Program Coordinator

Department: Rental Assistance

Reports to: FSS Coordinator

Salary Range: \$40,000 - \$45,000

General Purpose: The primary function of this position is to enroll Housing Choice Voucher participants into the Family Self Sufficiency program. The case manager, through client centered coaching, assists the FSS family in completing established goals on the Contract of Participation, helping them move toward successful FSS graduation.

Essential Functions

- Create awareness and interest in the FSS program by conducting ongoing outreach and recruitment.
- Complete an initial assessment and determine if client is suitable for the program.
- Create a five year Contract of Participation with each family that reflects their goals for self-sufficiency; including education, money management, employment and training goals that meets DHCD and HUD requirements.
- Develop ongoing working relationships through client contact.
- Develop working relationships with social service agencies, community colleges and training providers.
- Make appropriate referrals to external and internal partners in order to enhance the services provided to FSS participants.
- Work closely with other departments and programs in the organization to cross promote opportunities for all FSS families.
- Maintain complete and accurate records in accordance with program guidelines.
- Track the participant's success through regular entries in DHCD Data Collection Tool.
- Supervises and participates in the preparation and maintenance of program materials, reports and records such as assessments, financial records, activity reports, and case management records.
- Attend FSS committee(s) and DHCD meetings that relate to the administration of the FSS functions.
- Help facilitate and organize scheduled peer group meetings.
- Travel to community colleges, local libraries, community meetings, and other NHS offices as required.
- Perform other similar duties as required or requested by supervisor.

Interaction:

Support relationships between NeighborWorks Housing Solutions and its constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, government agencies, and staff.

Qualifications:

- Bachelor's degree or equivalent combination of education/ experience in housing administration and/or human services.
- Experience with client centered coaching based on client's strengths and interests, needs and barriers.
- Acquire knowledge of Family Self Sufficiency program rules and regulations.
- Acquire knowledge of State and Federal regulations related to Housing Solutions operations, policies and procedures.
- Ability to document all meetings and progress in case files.
- Strong computer skills and knowledge of Microsoft platforms.
- Ability to interact with people of different social, economic and ethnic backgrounds.
- Effective communications skills both verbal and written.
- Ability to establish cooperative working relationships with other service agencies and clients.
- Obtain Nan McKay HCV Family Self Sufficiency Certification or equivalent within one year of employment.
- HUD Certified Housing Counselor preferred.

Physical Demands/Working Conditions:

Requires prolonged sitting, some bending, stooping, and stretching. Requires ability to regularly lift up to 25 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Work is performed in an office environment.

Please submit resume and cover letter to: jnickerson@nhsmass.com