



JOB DESCRIPTION

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| Position Title: | Resident Services Specialist Family Self-Sufficiency (FSS) | | |
| Reports to: | Public Housing Director | Starting Rate: | \$31,000 - \$38,000 |
| Department: | Housing Operations | Posting Date: | 12/29/2021 |

General Statement of Duties:

This position performs professional work under the general supervision of the Public Housing Director. Responsible for the effective development, implementation and operation of the Authority's Public Housing FSS program. The Resident Services Specialist administers and implements family self-sufficiency (FSS) programs and procedures to foster economic autonomy among participating public housing residents. Programs include job training, educational assistance, employment counseling, financial planning, and homeownership programs.

Essential Job Functions (Illustrative Only):

1. Assists the participating housing choice voucher program participants in developing achievable self-sufficiency goals, action plans, and timetables.
2. Prepares and submits reports and studies as required by the U.S. Department of Housing and Urban Development (HUD), SRHA, and other government agencies.
3. Responsible for providing high quality assistance to clients seeking foreclosure intervention and prevention services, and administrative support.
4. Must collect appropriate, comprehensive and accurate information from clients, relative to their housing situation and financial circumstances.
5. Assess client information and communicate client's needs to the appropriate level and initiate correspondence.
6. Develop and maintain a network of referral agencies and provide referrals to other programs and agencies to assist and support client as appropriate.
7. Enter data into the database and keep detailed and accurate records according to program guidelines.
8. Responsible for case management coordination and follow-up.

9. Must return client telephone calls within 48 hours.
10. Send and receive correspondence, in-coming mail, faxes and responding as appropriate.
11. Provide high level customer service to all clients.
12. Establishes and maintains contact with public and private resources in order to link FSS participants with services to assist participants in obtaining the skills necessary to achieve financial independence.
13. Participates on community committees/programs/teams as assigned; may lead teams as directed.

Required Knowledge and Abilities:

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. Bachelor's degree in Social Work, Public Administration, or a related field or completion of any combination of four years of related education and/or other equivalent combination of education and experience.
2. Minimum two years' experience with a Public Housing Authority.
3. Some knowledge of the Public Housing Program, other housing programs, operations and regulations.
4. Knowledge of program eligibility requirements.
5. Ability to communicate both orally and in writing.
6. Ability to work under pressure and problem solve.
7. Ability to initiate work projects and to work independently.
8. Ability to work with diverse groups, organizations, agencies and individuals.
9. Skill in writing reports, proposals, memos, letters and some skills in analytical assessment.
10. Computer skills required.

Physical Requirements:

1. Sedentary work requiring the exertion of up to ten (10) pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects.
2. Work requires reaching, fingering and repetitive motions.
3. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly.
4. Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound.
5. Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
6. Worker is not subject to adverse environmental conditions.

Area of Consideration: This is a grant funded position.

Special Requirements:

1. Valid Drivers license required and must maintain eligibility for coverage under the Authority's automobile insurance.
2. Must pass a drug screen.
3. Must supply a criminal background record check.
4. Must sign a confidentiality statement.

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