



Gary Housing Authority

Position Description

Position Title:	FSS Coordinator	Department:	Housing Choice Voucher Program
Reports to:	HCV Program Manager	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to coordinate and organize a variety of programs related to the Family Self-Sufficiency program. The incumbent assists participants with becoming self-sufficient and economically independent by determining the community's needs and providing useful resources and services. In addition, the incumbent is responsible for maintaining good working relationships with local community and social service organizations.

All activities must support the Gary Housing Authority ("GHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.

- Receives and reviews applications from potential participants; interviews applicants; investigates and verifies information received; and determines eligibility.
- Prepares participants for continued eligibility through the completion of necessary documentation and recertification appointments.
- Interviews participants on an annual basis and makes interim rent determinations as requested; ensures rent charges are accurate; forwards necessary documents to resident and landlord.
- Provides case management, planning, coordination, and delivery of services that support the Family Self-Sufficiency (FSS) program and the development of self-sufficiency for participants.
- Identifies obstacles faced by FSS participants and participants; coordinates with partners and service providers to offer various programs, resources, and events that will enhance participants' quality of life and ability to enter workforce, including but not limited to: adult basic education, literacy, GED attainment, parenting, youth programs, health awareness, and homeownership; communicates with all parties (Authority staff, participants, and service providers) to provide updated program information and receive related feedback.
- Networks and forms relationships with other housing authority professionals and service providers in order to keep abreast of services and assistance available to participants; ensures that Authority staff and participants are made aware of available services and assistance options.
- Develops case plans with clients individually, as a family, or in other small groups, and aids clients in mobilizing their inner capabilities and external resources to improve social functioning.
- Maintains consistent follow-up schedule for FSS participants to review, evaluate, and prioritize objectives.
- Collects, analyzes, and reports data on the performance of the Authority's FSS program activities.



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- Establishes and maintains filing system and administrative procedures for the FSS program; maintains accurate and essential files while confirming the security of such records.
- Supports the development and preparation of grant applications.
- Creates various marketing materials for the FSS program, including brochures, newsletters, and flyers, to recruit and connect services to participants.
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed



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Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

Associate's Degree in social services, public administration, and related field or a minimum of 2 years' experience in public housing or social services case management. An equivalent combination of education and experience may be considered. Must possess a valid Indiana driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks. Must obtain certifications in Family Self-Sufficiency, HCV Specialist within 1 year of employment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority participants.

Those interested in applying should submit a letter of interest and a resume to:

Wcook@garyhousing.org



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Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date