

HOUSING AUTHORITY OF THE CITY OF NEW BRITAIN
16 ARMISTICE STREET * NEW BRITAIN, CT 06053

TITLE: FAMILY SELF-SUFFICIENCY (FSS) COORDINATOR

DEPARTMENT: Executive Office/Admissions

POSITION DEFINITION: The Family Self Sufficiency (FSS) Coordinator is responsible for implementing the Housing Authority's Action Plan and FSS Program. The incumbent will be responsible for:

1. Establishing, organizing, managing and maintaining the FSS Program Coordinating Committee, soliciting new members as needed;
2. Outreach and marketing the FSS Program to NBHA Residents;
3. Determining family eligibility for participating, without regard to race, color, religion, sex, handicap, familial status, or national origin, developing participation contracts, and formulating individual and Family Self-Sufficiency Plans in coordination with Residents;
4. Determining the components of the Program and Services, based on the needs identified in the Service Plans;
5. Making referrals to Community Partners as called for in the Service Plans, and following up on such referrals;
6. Maintain FSS program requirements, including FSS participation criteria, Timetables for participation, incentive plans, the Escrow accounts and termination procedures; and
7. All documentation, filing and reporting, including HUD Reports associated with the Program.

JOB RESPONSIBILITIES:

1. Conducts outreach and marketing of the FSS Program to NBHA residents, and provides information to residents explaining the variety of programs and services available.
2. Interviews applicants for Family Self-Sufficiency Program to determine the nature and amount of assistance needed and resources available through subsidies.
3. Verifies information received by contacting employees, social assistance agencies and other related resources to document eligibility.
4. Determines family eligibility for participation in the Family Self-Sufficiency Program, without regard to race, color, religion, sex, handicap, familial status, or national origin. Formulates Individual

and Family Service Plans in coordination with Residents as part of the FSS Contract of Participation.

5. Determines the components of the Program and Services needed, based on the needs identified in the Services Plans and scheduling educational workshops on a monthly basis which involve community partners.
6. Makes referrals to Community Partners as called for in the Service Plans, and following up on such referrals.
7. Maintains individual client files for the Family Self-Sufficiency (FSS) Program, which includes income of participant, contract, case notes, escrow accruals and reviews files to insure compliance with individual goals and modify as required.
8. Ensures that all documentation, filing and reporting, including HUD Reports, associated with the Program, are in compliance with FSS Action Plan, and HUD filing requirements.
9. Assists in preparing any necessary forms, flyers, postings or other documents to enable individuals and families to take full advantage of NBHA and community-based youth and family service and programs.
10. Maintains detailed record of services provided and referrals made and reviews with supervisory personnel on a regular basis.
11. Acts as liaison with Federal, State, Local and other agencies.
12. Prepares statistical reports for family and youth programs, services and level of involvement.
13. Perform other related duties of the class as required.

SECONDARY JOB DUTIES:

- Acts as a liaison with the Community Partners to ensure needed programs and services for families and children at risk.
- Refers families and youth for all forms of community services, including health, mental health, drug and alcohol assistance when necessary.
- Works with community agencies to foster and support homeownership opportunities for Residents.
- Performs surveys of all developments in regards to program and service needs.
- Expected to attend meetings and functions that may be held at night/weekends.

PERFORMANCE CRITERIA: This position will be evaluated in part on the basis of the effective operation of the FSS Program in keeping with the FSS Action Plan and HUD filing requirements. The incumbent will also be evaluated on referrals of Residents to Community Services based on Service Plans, and the effectiveness

of following through. The incumbent will further be evaluated on the basis of the effectiveness of program management, including the escrow accounts which begin once a resident has increased their earned income, resident files, service plans, program documents, and reporting requirements.

SKILLS/KNOWLEDGE REQUIRED:

- Strong knowledge of Service Plan Development and Service Referrals
- Strong knowledge of Community Services and Programs.
- Above average written and oral communication skills.
- Valid Driver's License.
- Strong interpersonal and communications skills
- Good people skills
- Knowledge of principles relating to community organization
- Ability to develop effective relationships with people of varied backgrounds
- Ability to prepare and maintain activity records
- Ability to develop and implement a variety of family and youth programs and services
- General knowledge of social, economic, and health issues of public housing residents
- Ability to work harmoniously and collaboratively with all community partners including those in the health, mental health and substance abuse services, family services, job training and placement services, banking, real estate, homeownership programs, education and training programs
- Skill in outreach and marketing techniques to residents
- Ability to gather, organize, store records and prepare statistical reports on FSS Programs and services and level of Resident and Community Partner involvement

EXPERIENCE AND EDUCATION:

1. Bachelors Degree from an accredited college or university in the appropriate discipline; and
2. Two (2) years of pertinent experience and one (1) year of which must have been in a case management capacity.
3. Pertinent experience beyond 2 years may be substituted for college degree.

SUPERVISED BY: The FSS Coordinator will work directly under the general supervision of the Senior FSS Coordinator. The Senior Coordinator will assign daily work assignments, policy guidance, and provide program direction. The incumbent keeps the Supervisor regularly informed of work-in-progress and programs underway and planned. The incumbent also works under the broad supervision of the Executive Director.

LICENSE OR CERTIFICATE: Valid Connecticut Driver's License required.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.

SALARY: Based upon experience