



Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203

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FAMILY SELF-SUFFICIENCY COORDINATOR

Reports To: Director of Resident Services

Salary Range: \$17.00 - \$26.00 hourly (\$35,360 - \$54,080 annually), plus excellent fringe benefits
Grant-Funded Position

SUMMARY OF POSITION: Coordinate the Family Self-Sufficiency (FSS) program with Public Housing and/or Housing Choice Voucher participants. Oversee the program budget, monitor, and authorize expenditures and develop additional financial resources through grant submission, fund raising and other means to expand and enhance services to residents. Implement and monitor policies regarding participant involvement, program requirements, and benefits. Work involves direct service contact with program participants, case management, and some job development for participants.

Tasks include (but are not limited to):

- Recruit, interview, and perform case management duties for approximately 50-100 (but no less than 25) families in the FSS program in accordance with applicable Code of Federal Regulations.
- Maintain the FSS Action Plan in accordance with applicable Code of Federal Regulations and local program policies.
- Direct activities of professional and technical staff members and volunteers.
- Establish and maintain relationships with other agencies and organizations in the community to meet community needs and ensure that services are not duplicated, through active participation in the Program Coordinating Committee.
- Evaluate the work of staff and volunteers to ensure that programs are of appropriate quality and that resources are used effectively.
- Participate in the determination of organizational policies regarding such issues as participant eligibility, program requirements, and program benefits.
- Plan and administer budgets for programs, equipment, and support services.
- Develop additional financial resources through grant submission, fund raising and other means to expand and enhance services to residents.
- Prepare and maintain records and reports, such as budgets, case records, and/or escrow accounts information and required reports, including monitoring forfeited escrow funds in accordance with applicable Code of Federal Regulations.
- Maintain outreach plan and complete enrollment and Individual Training and Services Plans with FSS families.
- Research and analyze member or community needs to determine program directions and goals.

- Speak to community groups to explain and interpret program purposes, participation, and policies.
- Act as consultant to agency staff and other community programs regarding the cooperation between program-related local, federal, state, city, and county activities.

Detailed Work Activities:

- Advise volunteers or leaders to ensure program quality or effectiveness.
- Analyze financial data.
- Apply agency mission in social services delivery.
- Apply customer service techniques.
- Apply oral or written communication techniques.
- Apply principles of public or business administration and theories of business management and organizational development.
- Apply public relations principles and public speaking techniques and make presentations.
- Conduct and attend staff meetings.
- Determine social service program status.
- Develop budgets, policies, procedures, methods, or standards and prepare financial reports.
- Develop records management system, utilizing FSS software module in current software system.
- Establish and maintain cooperative working relationships community services and organizations.
- Oversee execution of organizational or program policies.

The following knowledge is required:

- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Although not required for the position, the following knowledge is preferred:

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

Education/Experience:

- Bachelor's degree in social work, education, or social sciences is required; prefer Master's. Degree may also be in business or public administration or other related field.
- Prefer a minimum of two years' experience in social services working directly with clients.

Special Requirements:

- Must be bondable and insurable.
- Must have a valid Missouri driver's license.
- Must be willing to travel overnight for training or attendance at conferences/workshops as requested by the Director or CEO.
- Must be able to work evenings and weekends as required.
- Must be able to obtain and maintain a bank account for the purpose of receiving direct deposit of payroll.
- Must be able to pass an employment drug screen and background check.

Employee Signature

Date