



FRANKLIN VANCE WARREN
OPPORTUNITY INC.

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PROFESSIONAL STAFF POSITION DESCRIPTION

Position Title: Family Self-Sufficiency (FSS) Coordinator

Classification: Non-Exempt

Department: Resident Services

Reports to Position: Housing Director

Organization

The purpose of Franklin-Vance-Warren Opportunity, Inc. (“FVWOPP” or “Organization”) is to provide self-sufficiency services to low-income families and individuals in the Franklin, Granville, Nash, Vance, Person and Warren counties. Programs administered by the Organization are both federally and state-funded and include Head Start, Community Services Block Grant, Section 8, Weatherization and others with a total budget of approximately \$10 million. FVWO’s board serves as the board of directors for Franklin-Vance-Warren Housing of Franklin County, Inc., d/b/a Green Hill Manor, a low income housing apartment complex subject to HUD regulations.

Position Summary

Responsible for coordinating and delivering a broad range of counseling and referral services for low-income Public Housing participants in the Family Self-Sufficiency (FSS) Program. The purpose of the FSS Program is to promote the development of local strategies to coordinate the use of assistance with public and private resources to enable participating families to increase earned income, reduce or eliminate the need for welfare assistance, and make progress toward economic independence and self-sufficiency. The employee is responsible for developing grant funds, locating potential funding sources, and performing a variety of professional and technical tasks in the assessment of participant needs, the coordination of support service providers, and for monitoring the provisions of program services. These tasks are to be performed at a level that supports the Organization’s efforts to achieve the highest rating on HUD’s evaluation systems. The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Responds courteously to calls, written requests, and e-mails from participants, service providers, and other authorized agencies and representatives to answer questions, and provide information and assistance as appropriate.

2. Works with Organization staff and public and private community agencies to recruit participants for the FSS program. Conducts pre-home visits with potential residents and ensuring accurate completion of appropriate form(s).
3. Conducts in-depth interviews/discussions with FSS participants to determine eligibility of applicants and/or assess and identify service needs of program participants and any impediments to progress regarding job training, education, or skills enhancement.
4. Attends community council meetings and maintains contact with community agencies for the provision of services and assists program participants in accessing appropriate public or private community agencies to obtain specialized types of assistance.
5. Provides, or provides for, participant counseling in life skills areas including parenting, employment, education, financial management, public assistance, nutrition, etc. Educates participants regarding how to access resources.
6. Establishes and maintains effective relationships with participating families to assist them in achieving program and family goals; counsels and advises FSS participants concerning the individual's action plan and resources etc.
7. Assists FSS participants in preparing applications and forms for school grants, scholarships, etc. Works with educational/training entities to coordinate and refine FSS admission requirements and procedures for monitoring FSS participants.
8. Locates testing facilities to help FSS participants in choosing a career field and in job placement.
9. Performs assessments of FSS to monitor participants' progress towards meeting goals.
10. Collects information and prepares reports regarding program participant demographic data that can be used in applying for grants or developing procedures and policies that better meet the needs of those served. Identifies, defines, and acquires/develops funding sources in both the private and public sectors to support existing and planned program activities. Prepares proposals and applications for funding/grants for resident services programs and submits in a timely manner.
11. Prepares, submits, and files regularly scheduled reports as required on program activities, accomplishments, and operational indicators in a timely and accurate manner.
12. Maintains detailed case management files on participants files and processes files in accordance with Organization procedures and HUD regulations, including completing and securing all files on a daily basis.
13. Accompanies and assists the Housing Director to visit residents to encourage housekeeping in accordance with established standards.
14. Works closely with Housing Director and Housing Managers in responding to reports of residents with a potential need for service coordination.

15. Monitors Neighborhood Network programs and conducts appropriate activities (e.g. open lab, after-school programs, 4H, health fairs, job fairs, etc.)
16. Assists in organizing agenda, creating informational brochures/flyers, and conducting meetings to inform interested and/or selected participants about FSS program goals and objectives.
17. Reviews police reports and all pertinent actions regarding program participants. Enters pertinent, organized information into Organization system and sends banned list to police and the office of the state attorney.
18. Ensures privacy and maintains security of confidential materials pertaining to activities and participants.
19. Conducts credit and financial counseling for participants.
20. Provides aid to the participants with their paperwork for financial aid, resumes, job applications and loans.
21. Works closely with the local area transit system board.
22. Accountable for consistent adherence to strong Organization standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Organization materials, supplies, resources, and other assets.

Education and Experience

Bachelor's degree from an accredited college or university in psychology, sociology, social services, human services, education or closely related field or an equivalent combination of education and experience sufficient to fulfill essential position functions. Experience in HUD grant writing and case management preferred.

Knowledge and Skills

1. Thorough knowledge of pertinent HUD regulations on the FSS program and public housing management, and thorough knowledge of Organization policies and procedures.
2. Thorough knowledge of accepted consultation and interviewing techniques.
3. Thorough knowledge of community agencies, facilities, and services which can be utilized to aid program participants.
4. Ability to meet and deal tactfully and courteously with the public.
5. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
6. Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.

7. Skilled in operating computer equipment, applicable software packages, and general office machines.
8. Knowledge of mathematics sufficient to perform calculation required for rent adjustments.
9. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
10. Ability to use basic office equipment such as telephone, fax, copier, and computer.
11. Ability to communicate clearly, concisely, verbally and in writing.
12. Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other entities that provide services and secure the cooperation of others.
13. Ability to deal effectively with situations requiring tact and diplomacy.
14. Skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

Supervision Controls

The employee receives instructions from the Housing Director. Courses of action, deadlines, and priorities are established by procedure, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the supervisor for resolution. The employee's finished work is closely reviewed on a regular basis for progress, accuracy, completion, and compliance with policies and procedures and the attainment of objectives. Under normal conditions, the FSS Coordinator has no supervisory duties.

Guidelines

The employee follows regulations and guidelines issued by HUD on pertinent programs and applicable Organization policies and procedures. Frequently the employee acts independently in making decisions about the best course of action. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, make a decision based on the circumstances, or seek guidance from the supervisor. When new guidelines are required, the employee develops them in consultation with the supervisor.

Complexity

Work performed by the employee is relatively routine. The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions. Grant writing to comply with all requirements and deadlines may, on occasion, prove to be tedious and difficult, requiring attention to detail and patience.

Scope and Effect

The employee's work affects participants enrolled in the FSS programs. The employee's work regarding the programs is to help participants move toward self-sufficiency. In doing so, the employee adheres to the spirit and contributes to the overall success of the program by reducing participant's needs for subsidized programs and services, which results in a greater sense of self-reliance and improved self-esteem for the participant.

Personal Contacts

The employee's contacts are primarily with participants, coworkers, police, and agencies that provide assistance to participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and provide advice regarding other activities; and justify, defend, negotiate, or resolve matters and issues concerning program issues. The purpose of the contacts is to bring community services to participants, foster pride and participation, and provide various kinds of support and assistance for individuals and families. At times, persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.
2. Must be able to sit or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of office related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must be able to establish and maintain effective working relationships with employees, tenants, and community agencies and other entities that provide services.
6. Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
8. Must maintain a professional appearance and portray a positive image for the Organization.
9. Must be able to maintain punctuality and attendance as scheduled.
10. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

1. Must possess North Carolina driver's license and maintain a good driving record.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

Pay will be based on experience and education.

If interested, please submit your resume to meisha.boston@fwopp.com – with the subject line Family Self-Sufficiency (FSS) Coordinator