



Position Title:	FSS Specialist	Department:	HCV Program
Reports to:	FSS Coordinator	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Revised:	June 2024

Summary

This position provides case management to assist participants and their families in identifying and overcoming obstacles to becoming self-sufficient and economically independent. The FSS Specialist establishes and maintains strong working relationships with community partners and services providers, ensuring that resident and their families have access to community services needed to achieve personal self-sufficiency goals. The FSS Specialist will assist the FSS Coordinator in developing and implementing, programs, which meet HUD requirements and initiatives. They will participate in individual or group orientations that provide participants with information regarding the SS program All activities will support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives. The FSS Specialist works with the direction of the FSS Coordinator.

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.

- Assists the FSS Coordinator in developing, implementing, coordinating, and monitoring programs, which meet HUD requirements and initiatives.
- Participates in the delivery of various FSS programs and services as assigned.
- Supports recruitment, enrollment and graduation activities associated with FSS.
- Provides case management, planning, coordination, and delivery of services that support the Self-Sufficiency (SS) and homeownership programs and MTW as it applies to FSS.
- Conducts an in-depth assessment of the client's needs. Develops and updates case plans with clients individually, as a family, or in other small groups. Establish familiarity with Individual training and Services Plan
- Identifies obstacles faced by FSS participants and residents. Coordinates with partners and service providers to offer various programs, resources, and events that will enhance residents' quality of life and ability to enter the workforce, including but not limited to adult basic education, literacy, GED/continued education attainment, budgeting and finances, parenting, youth programs, health awareness, and homeownership. Communicates with all parties (Authority staff, residents, and service providers) to provide updated program information and receive related feedback.
- Networks and develops relationships with other housing authority professionals and service providers to keep abreast of services and assistance available to residents; ensure that Authority staff and residents are aware of available services and assistance options.
- Performs onboarding duties for families as they join the FSS program, including but not limited to preparing contracts; preparing and conducting an assessment on each participant to identify needs; and documenting findings and goals.
- Monitors the progress of FSS participants by meeting in monthly groups for status updates

- Maintains awareness of WIC, SNAP, SSI, SSD, DSS services etc., new legislation, development, and trends relevant to the field of community and resident services.
- Maintains individual and departmental documentation related to the FSS program.
- Construct community partner meetings monthly to discuss plans and resources to meet participant needs.
- Have knowledge of MTW provisions that coincides with the Family Self-Sufficiency program.
- Post graduate follow-up services.
- Provides excellent internal and external customer service and interpersonal engagement.
- Completes other related duties and tasks as assigned.

Behavioral Competencies

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

Job Knowledge: Exhibits required 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 and decision making for the level of responsibility.

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.

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. Recognizes work colleagues as customers.

Effective Communication: Communicates important information to those who need to know. Conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys an understanding of, the comments and questions of others; listen effectively.

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.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds themselves personally responsible for their work; does a fair share of work.

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.

Empathy: Is understanding and responsive to participants variety of needs and circumstances.

Temperament: sustain a positive and uplifting attitude to transcend through participants and their families.

Motivation/Multi-Tasking: Have the ability to work rapidly and efficiently. Be able to juggle multiple work responsibilities at once.

Job Competencies

- Knowledge of HUD, federal, state, and local laws, and regulations, as well as TGHA policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Knowledge and needs of the TGHA resident population.
- Considerable knowledge of social work and resources available through community service agencies.
- Displays skills in composing accurate and timely programmatic reports in compliance with related regulations.
- Skilled in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and TGHA program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in social services, public administration, or related field and a minimum of three (3) years of experience in public housing or social services case management preferred. Must obtain Family Self-Sufficiency Specialist Certification within nine (9) months of hire. An equivalent combination of education and experience will be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

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; reaching and grasping; operating computers and other office equipment; moving about the office and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and 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.

The noise level in the work environment is moderate. The position occasionally 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 residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]