FAMILY SELF-SUFFICIENCY SPECIALIST – GRANT-FUNDED

JOB DESCRIPTION

Classification Responsibilities: A Family Self-Sufficiency (FSS) Specialist plans and coordinates activities necessary to operate and administer the FSS Program for the Community and Housing Services Department's Housing Division, and acts as a case manager providing information, referrals, support, and resources to assist housing voucher participants that choose to become economically self-sufficient. Responsibilities include: determining eligibility and qualifying participants for the FSS Program; providing information regarding the FSS Program; recruiting and processing new enrollments by maintaining a waiting list; conducting briefings; explaining contracts; and assisting with the development of participant goals. Social work activities include: monitoring progress of participants; counseling program participants and potential participants regarding goals, objectives, credit, homeownership, schooling or training programs, child care programs, and additional supportive services; and seeking and maintaining community supportive services with community organizations, service agencies, and/or charitable groups to provide information on needed resources such as education, transportation, employment, child care, homeownership, financial counseling, etc. Fiscal activities involve computing and tracking FSS escrow account credits and preparing disbursement requests. Other responsibilities include coordinating and planning special events such as conferences, workshops, and graduation ceremonies; developing marketing materials including newsletters, brochures, flyers, etc.; creating and maintaining database to track program information and monthly reporting; and performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Supervision is received from a Housing Supervisor who reviews work through meetings, conferences, and reports concerning timeliness of recertification activities, problems encountered with FSS participants, potential FSS participants, social service agencies, community referrals, other housing agencies, and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Public or Business Administration or related human service field. Good (1 - 3 years) experience in social work case management and counseling with low-income clients of diverse backgrounds in an assisted housing environment.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience in special housing programs, self-sufficiency programs, or Section 8 Housing Choice Voucher Program is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Keeps participants and supervisors informed of program goals and activities. Builds strong working relationships with community service providers. Provides information verbally and in writing to participants and potential participants about the Family Self-Sufficiency Program requirements, responsibilities, objectives, and process to achieve goals. Coordinates information with other City employees to verify requested information. Composes correspondence, reports, and other documents to communicate program participation data and to advise participants and potential participants of case status. Provides written documentation of Family Self-Sufficiency escrow account credits. Prepares accounting documents as needed to disburse escrow account funds as appropriate.

Manual/Physical: Prepares files and participant case management documents. Uses a personal computer (PC), calculator, and other office related equipment to produce correspondence, written reports, required documents, and maintain databases of participant information. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written documents and material in order to establish eligibility, continued eligibility, and verification of progress of participants for the FSS Program. Makes calculations to determine escrow balances. Reviews and analyzes information from credit report data and other documents to make decisions regarding participant's goals. Prioritizes projects to meet established deadlines. Identifies participant needs, matching community resources, and makes referrals for supportive services. Analyzes credit, debt, and savings information to assist program participants in establishing and achieving self-sufficiency goals.

Knowledge/Skills/Abilities:

Knowledge of:

general casework management principles and practices;
community, service, and training organizations, resources, and referral systems;
socioeconomic problems and needs of low-income families and individuals, including the elderly;
HUD regulations, guidelines, and procedures regarding Section 8 and the FSS Program; and
Housing Services FSS, Administrative, and Homeownership plans.

Skill in:

interviewing clients;
developing individual training/service referral plans;
operating a PC and related software and other standard office equipment; and
operating a motor vehicle.

Ability to:

determine eligibility and continued eligibility for the FSS Program;
resolve controversial issues;
manage a self-sufficiency program caseload to facilitate effective, efficient, and timely service delivery;
establish/maintain effective working relationships with staff, program participants, and service providers;
maintain detailed case notes; and
communicate effectively (verbally and in writing).

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 11/26
TC/sb/ah

CS4367.DOCX	PAY GRADE: 49
EEO-Prof	IND-8810
JOB FCTN-ADM	SWORN-No
Non-DOT Safety and Security-N	Non-DOT Random-N
CDL-N	DOT-N
RESP-N	INCREMENTS 52-200