



JOB TITLE: RESIDENT SERVICES MANAGER/ FAMILY SELF SUFFICIENCY COORDINATOR

REPORTS TO: EXECUTIVE DIRECTOR/ HOUSING CHOICE VOUCHER SUPERVISOR

FSLA STATUS: EXEMPT

POSITION SUMMARY

Under the Director of Operations' direction, this position provides day-to-day administration oversight and monitoring of the Resident Services Programs for the Housing Choice Voucher (HCV) and the Low-Income Public Housing Programs (LIPH). This position is responsible for all Public Housing and HCV Programs' Family Self Sufficiency (FSS), Homeownership, and Resident Services activities include Youth Program Coordination. Facilitates the HAFC Housing Counseling Program. Provides accurate, relevant, and helpful information to assist clients and potential clients in developing solutions in money management, credit-related, and housing issues via telephone or in-person consultation.

MAJOR DUTIES AND RESPONSIBILITIES:

Ensures that policies and guidelines established by the Housing Authority of Fulton County, Georgia ("HAFC") and the United States Department of Housing and Urban Development (HUD) are followed in the establishment, procurement, and implementation of these programs.

1. Develops, modifies, and implements an FSS action plan and FSS administrative plan and maintains all statistical data as required.
2. Assists with the Housing Choice Voucher Program Administrative Plan's modifications related to the Housing Choice Voucher Homeownership and FSS Programs.
3. Plans direct and coordinates all resident youth activities to include identifying funding opportunities for youth directives.
4. Plans direct and coordinates all resident adult activities to include identifying funding opportunities for adult directives.
5. Coordinates and plans for programs with other Authorities, community agencies, and HUD.
6. Implement the Housekeeping Compliance Program.
7. Serve the Resident Advisory Board (RAB) in a technical assistance capacity.
8. Maintains a list of eligible applicants and aggressively new applicants for Family Self Sufficiency (FSS) & Housing Choice Voucher Homeownership Programs.

9. Conducts screening interviews for potential participants of the Family Self Sufficiency (FSS) & Housing Choice Voucher Homeownership Programs.
10. Provides case management, conducts interviews and needs assessments with participants to determine potential obstacles to achieving self-sufficiency for FSS Contract execution, Individual and family counseling, referral, and follow-up, including monitoring participant's performance regarding compliance with their Training and Services Plan (ISP).
11. Prepares and assist with follow-through on clients' requests for supportive services through the FSS Program to Include homeownership Initiatives.
12. Conducts FSS Program briefings for eligible families and Individuals who request interest or need in the FSS program to Include homeownership initiatives.
13. Performs outreach to potential participants and providers for programs under the Family Self Sufficiency (FSS) Program.
14. Refers participants to appropriate social services agencies acting as Liaison between program participants and various community resources.
15. Creates and maintains a case file on all program participants under the Family Self Sufficiency (FSS) & Housing Choice Voucher Homeownership Programs.
16. Develops and maintains working relationships with external community agencies and resident groups.
17. Responsible for the calculation, tracking, and release of FSS Program escrow accounts consistent with HUD guidelines.
18. Collection and preparation of data to be utilized for tracking participants and activities.
19. Responsible for the successful transition of FSS Program data to HUD via the TenMast system.
20. Processes and obtains third-party verification for family income, assets, and allowances, and calculates total tenant payment.
21. Prepares required forms and correspondence as they relate to housing functions. Complete data entry on all assigned cases and file maintenance. In accordance with HUD regulations and HAFC policy.
22. Assist the landlord liaison as applicable to establishing and maintaining rapport with landlords and tenants and mediating problems and complaints. (Family Self Sufficiency clients with escrow accounts and Homeownership program participants). Request unit Inspections as needed.
23. If necessary, assists in the arbitration of disagreements between clients and landlords, reach a suitable agreement for all parties.
24. Develops Memorandum of Agreements as needed, negotiate in-kind contributions to the Authority, ensure successful coordination of services, and regularly monitor agreements.
25. Coordinates and collaborates on an on-going basis with public and private partners Interested In designing model job training and placement programs to encourage low-income residents to become economically self-sufficient.
26. Determine program participant's compliance with program requirements and terminate contracts and assistance or recommend other corrective action remedies such as reducing subsidy or collecting the retro-active amount owed. (Caseload: Family Self Sufficiency clients with escrow accounts and Homeownership program participants).
27. Maintains daily, weekly, and monthly statistics to illustrate the status of assigned caseload or program activity.
28. Creates and maintains files in accordance with HAFC procedures for applicants, program participants, and owners. Files new paperwork regularly.
29. Assist with determining client eligibility for the Homeownership Program.
30. Serves as the first point of contact for FSS and HCV Homeownership Program.

31. Assesses clients' financial situation based on the information furnished by the client. Assists clients in developing a budget and setting financial goals. Produces a written action plan that supports the course of action that promotes the clients' best interests or the clients' choice of action.

32. Provides information to clients including, but not limited to, bankruptcy, collection action, court judgment, credit education, credit report, housing issues, consumer protection laws, student loans, wage attachments, etc.

33. Explains credit report ratings and protection laws to clients and provides answers to clients' questions.

34. Utilize and submit housing counseling reports through the HUD-approved software Home Counselor Online to track client data.

35. Performs other homeownership related activities as assigned.

36. Performs other related duties.

QUALIFICATIONS:

{Preferred} Bachelor's degree In Business Administration, Social Science, or a related field. Three {3} years of experience administering the regulations that govern subsidized housing and Housing Choice Voucher/Section 8. Possession of a master's degree from an accredited college or university in one of the related fields may be substituted for one year of the required experience. Significant over five (5) years' experience in Resident Services may be substituted for academic achievement.

1. Knowledge of the general operation and procedures of a Public Housing Agency (PHA) and understanding of the laws, rules, regulations, policies, and procedures relative to the management of HCV Programs to include resident services.
2. Knowledge of HUD programs, including loss mitigation and first-time homebuyer programs. Must be certified as a Housing Counselor and have the capacity to counsel in the State of Georgia.
3. Ability to deal tactfully and effectively with the general public and civic and community organizations or individuals from various social and economic backgrounds.
4. Knowledge of HUD and federal regulations related to the Housing Choice Voucher/Section 8 Family Self-Sufficiency and Homeownership Programs to include HUD funds, policies, and procedures.
5. Knowledge of eligibility requirements for the Section 8 program includes HCV/Section 8 admissions and continued occupancy policies and procedures.
6. Skill in reading to comprehend complex text such as Code of Federal Regulations and HUD rules and regulations regarding Resident Services, Family Self-Sufficiency, Homeownership and Housing Choice Voucher/Section 8 Program as needed to understand information to ensure compliance of HUD requirements.
7. Ability to Interpret (federal rules, regulations, and policies of HCV/ Section 8 program as needed to ensure compliance with HUD policies and procedures.
8. Ability to interact with others (coworkers, supervisors, HAFC officials, and the general public) to include courtesy, tact, and diplomacy as needed to establish and maintain effective working relationships.
9. Ability to work independently with little supervision to include motivating self, managing time, and prioritizing as needed to determine which tasks require intervention by others and those that can be handled independently as needed to ensure work duties are completed In an accurate and timely manner—strong attention to detail, able to work in a fast-paced, time-sensitive environment.
10. Ability to establish and promote an effective working relationship with other Authority employees, residents, representatives from social agencies and community groups, and the general public.
11. Ability to counsel residents.
12. Ability to prepare clear and concise reports.
13. Ability to plan, organize, and coordinate work in a manner conducive to attaining full cooperation.
14. Maintain confidentiality, analyze interpret data, and prepare reports.
15. Ability to communicate clearly, both written and verbal.

LICENSURE OR CERTIFICATION REQUIREMENTS

Ability to obtain professional certification(s) within the first 3-6 months of employment and as necessary to complete job functions. (i.e., Family Self-sufficiency Specialist certification, Housing Choice Voucher Specialist, and Housing Counseling.

EQUIPMENT OPERATED

The following are examples only and are not intended to be All-Inclusive.
Computer, fax, copier, telephone, and other standard business office equipment.

SPECIAL REQUIREMENTS

1. Possession of a valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by the Agency's vehicle insurance carrier.

ACKNOWLEDGEMENT

This position description in no manner states or implies that these are the incumbent's only duties and responsibilities. My signature below signifies that I have reviewed and understand the contents of my position description.

Printed Name

Signature

Date

Core Competencies and Qualifications

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high-performance standards; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. The following types of behaviors characterize this skill:

- Takes the initiative to make things happen
- Maintains a positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates an effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. The following types of behaviors characterize this skill:

- Treats customers with courtesy and concern; response promptly, professionally, and politely
- Anticipates what customers want and works to provide it
- Initiates action/response to customer complain/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments, measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services provided address the customer's needs

Effective Communication: Ensures important information is passed 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. The following types of behaviors characterize this skill:

- Willingly shares information
- Recognizes important information and concepts orally and in writing
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting
- Uses correct grammar, spelling, and punctuation
- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's work; does a fair share of work. The following types of behaviors characterize this skill:

- Does not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customers and coworker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with coworkers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills -Ability to add, subtract, multiply, and divide into all measure units using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

ComputerSkills • To perform this job successfully, an individual should know spreadsheet software Excel, word processing software MS Word, and Tenmast software knowledge for a designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgment serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position, to which I will be held accountable.

Print Name

Signature

Date