



POSITION DESCRIPTION

JOB TITLE: FAMILY SELF SUFFICIENCY/ COMPLIANCE MANAGER

REPORTS TO: EXECUTIVE DIRECTOR

DEPT/DIVISION: HOUSING CHOICE VOUCHER & PUBLIC HOUSING

FLSA STATUS: EXEMPT

POSITION SUMMARY

Under the direction of the Executive Director, the FSS/Compliance Manager is responsible for the overall administration, oversight, and monitoring of the Family Self-Sufficiency (FSS) Program across both the Housing Choice Voucher (HCV) and Low-Income Public Housing (LIPH) programs. This position leads and coordinates all FSS, Homeownership, EHV, FYI vouchers and Resident Services initiatives, including youth program development and engagement.

In addition, the role ensures regulatory compliance for both HCV and Public Housing programs by conducting quality control reviews of participant files, monitoring program operations, and performing inspections as needed across multiple departments. The FSS/Compliance Manager plays a critical role in maintaining program integrity, supporting resident self-sufficiency, and ensuring adherence to all applicable policies and regulations.

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 coordinate all resident youth activities to include identifying funding opportunities for youth directives.
4. Plans direct and coordinate 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. Serve the Resident Advisory Board (RAB) in a technical assistance capacity.
7. Maintains a list of eligible applicants and aggressively new applicants for Family Self Sufficiency(FSS) & Housing Choice Voucher Homeownership Programs.\
8. Conducts screening interviews for potential participants of the Family Self Sufficiency (FSS) & Housing Choice Voucher Homeownership Programs.
9. 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}.
10. Prepares and assist with follow-through on clients' requests for supportive services through the FSS Program to Include homeownership Initiatives.
11. Conducts FSS Program briefings for eligible families and Individuals who request interest or need in the FSS program to Include homeownership initiatives.
12. Performs outreach to potential participants and providers for programs under the Family Self Sufficiency (FSS) Program.
13. Refers participants to appropriate social services agencies acting as Liaison between program participants and various community resources.
14. Creates and maintains a case file on all program participants under the Family Self Sufficiency(FSS) & Housing Choice Voucher Homeownership Programs.
15. Develops and maintains working relationships with external community agencies and resident groups.
16. Responsible for the calculation, tracking, and release of FSS Program escrow accounts consistent with HUD guidelines.
17. Collection and preparation of data to be utilized for tracking participants and activities.
18. Responsible for the successful transition of FSS Program data to HUD via the Yardi system.
19. Processes and obtains third-party verification for family income, assets, and allowances, and calculates total tenant payment.
20. 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.
21. Maintain a 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.

22. If necessary, assists in the arbitration of disagreements between clients and landlords, reach a suitable agreement for all parties.
23. Develops Memorandum of Agreements as needed, negotiate in-kind contributions to the Authority, ensure successful coordination of services, and regularly monitor agreements.
24. 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.
25. 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).
26. Maintains daily, weekly, and monthly statistics to illustrate the status of assigned caseload or program activity.
27. Creates and maintains files in accordance with HAFC procedures for applicants, program participants, and owners.
28. Eligibility and processing applications determining client eligibility for the Homeownership Program.
29. Serves as the first point of contact for FSS and HCV Homeownership Program.
30. 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.
31. 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.
32. Explains credit report ratings and protection laws to clients and provides answers to clients' questions.
33. Utilize and submit housing counseling reports through the HUD-approved software Home Counselor Online to track client
34. Ensure HCV operations comply with HUD regulations, PIH notices, Georgia law, and all internal policies
35. Ensure compliance with HUD regulations and agency policies across HCV and Public Housing programs

36. Conduct quality control (QC) reviews of participant files, inspections, and program operations across multiple departments
37. Assess compliance risk areas, generate formal reports, recommend corrective actions, and support implementation
38. Provide direct training or may facilitate staff training of HCV, Public Housing to all new hires and as needed.
39. Work closely with the Executive Director to define and develop effective performance indicators and quality control goals and guidelines.
40. Issues reports of audit and work with key staff to remedy internal and external audit findings through technical assistance and training.
41. Work with HCV and PH staff to review quality assurance findings and assist with developing and implementing strategies for corrective actions.
42. Pull necessary reports from the software system to track the program performance and to identify the sample files to be evaluated monthly for QC.
43. Investigate possible fraud cases and est remedy as needed (i.e repayment agreements, proposed termination)
44. Performs other related duties as assigned

QUALIFICATIONS:

Bachelor's degree from an accredited four-year institution is preferred; however, a minimum of seven (7) years of progressively responsible, related work experience in housing will be considered in lieu of a degree. Experience in Housing Choice Voucher (HCV) and Public Housing programs, is strongly preferred.

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 (FSS Specialist) within first six (6) months of employment if not certified at hire. Additional training may be required as necessary to complete job functions and all training schedules will be at the direction of the HAFC. The HAFC will encumber the expense for the required (FSS Specialist) certification for the initial training (class and test). If the Occupancy Specialist is unable to receive the required certification within the designated time period, employment will be subsequently terminated.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive; Computers/laptops, printers, scanners, photocopiers, mailing machines/ postage meters, electronic faxing, multi-line phone system, and other standard business office equipment.

SPECIAL REQUIREMENTS:

1. Possession of 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 Agency's vehicle insurance carrier.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. I also understand and acknowledge that my employment with the Housing Authority of Fulton County is at-will, which means that either I or the company may terminate the employment relationship at any time, with or without cause or notice, in accordance with the laws of the State of Georgia. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Printed Name

Employee Signature

Date

CORE COMPETENCIES AND QUALIFICATIONS

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

Commitment: Sets high standards of performance; 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. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains 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 effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- 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 the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/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 delivered 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 understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- 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 own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will 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 customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

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/or 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 in all units of measure, 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.

Computer Skills - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast or YARDI software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement 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 for.

Employee Printed Name

Employee Signature

Date