

CITY OF ANN ARBOR, MICHIGAN
JOB DESCRIPTION

JOB TITLE: Family Self-Sufficiency & Supportive Services
Coordinator

Job Number: 000390

Date Finalized: 4/18/2014

Service Area: Community Services Service Unit: Housing Commission	Accountable To: Public Housing Residency Manager
Mission Statement The City of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters fair, sensitive, and respectful treatment of all employees and the community served. Ann Arbor Housing Commission (AAHC) seeks to provide desirable housing and related supportive services for low-income individuals and families on a transitional and/or permanent basis. AAHC will partner with housing and service providers to build healthy residential communities and promote an atmosphere of pride and responsibility.	
Role Summary Implement tenant self-sufficiency and other housing and tenant service programs. Recruit and assist residents to develop and attain the motivation, goals, and skills necessary for self-sufficiency through HUD's Family Self Sufficiency (FSS) Program. Assist residents in attaining employment through active case management, referrals to post high school career/skills training, self-enhancement activities, job counseling, and position retention. Includes identifying, recruiting, and engaging community partners in activities that promote this goal. Develop and coordinate tenant employment opportunities through the Housing Commission and its contractors to ensure Section 3 compliance. Manage the HUD continuum of care contract with community partners that are providing housing and services by developing program policies and procedures to ensure program compliance.	
Duties Incumbent may be responsible for, but not limited to, the following duties: <u>Essential Duties</u> <ul style="list-style-type: none">• Maintaining and improving FSS program policies and procedures• Using a variety of outreach methods, identifies, recruits, and engages eligible AAHC tenants to participate in FSS program activities• Working with program participants to develop individual plans, focusing on academic, personal, social and employment goals• Facilitating and monitoring tenant participation in appropriate education, self enhancement, employment, career development, and supportive services	

- Tracking progress and modifying plans as appropriate to promote success in reaching self sufficiency within the 5 year program period
- Coordinating with relevant community partners to broker existing resources and develop new tools to encourage positive choices, life skills, and employment
- Developing employment opportunities with the Housing Commission and its contractors to comply with Section 3 requirements
- Coordinating with finance staff to maintain participant escrow account and authorizes account withdrawals within plan guidelines
- Participating as a member of relevant community networks and committees to access services, ensure program success, and avoid program duplication
- Maintaining files, producing reports and performing other record keeping functions as required
- Actively participating as a member of the FSS team
- Maintaining and improving Continuum of Care policies and procedures
- Monitoring local Continuum of Care partners to ensure compliance
- Meeting with clients to create individualized goals and set up services which will help work towards financial independence
- Facilitating /scheduling financial literacy classes, to help clients understand the importance of budgeting, credit recovery and debt-reduction
- Networking with Washtenaw County agencies to ensure clients are receiving all available resources to assist in achieving their goals
- Frequent travel within Washtenaw County to meet with potential employers, tenants and service providers. Meetings can also include phone calls or communication via email
- Facilitating scheduling an employment class which includes soft skills training, other agency presenters resume writing, mock interviews, job leads and job fair information
- Providing accurate/up-to-date case notes and paperwork accordingly

Related Work

- Acting as positive role model to program participants encouraging behaviors that promote personal growth and self sufficiency
- Consistently complying with position and department safety and attendance standards
- Establishing and maintaining a positive, productive relationship with employees, residents, vendors, and others
- Performing related work as assigned

The Way We Work

The Employees of the City of Ann Arbor...

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of City services and objectives
- Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service
- Foster meaningful interaction among people through the exchange of information to produce understanding
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others towards the accomplishment of identified objectives and goals in the best interest of the City and community

- Consistently work toward the common good of the organization and encourage others to do the same
- Conduct themselves at all times in a professionally appropriate and respectful manner
- Apply the proper safety/security practices according to established protocols, guidelines and policies

Knowledge of:

- Knowledge of local mainstream, governmental and nonprofit service providers, particularly related to employment, financial literacy and supportive housing
- Modern office practices, procedures and equipment, business English and spelling
- Human relations, cultural diversity
- Standard office procedures
- Intermediate office software applications (e.g. Microsoft Office, Word, Excel, Outlook)
- Basic mathematics
- Working knowledge of State of Michigan Workforce Development laws and programs
- Working knowledge of supportive housing programs for homeless and special needs tenants
- Outstanding customer service principles and concepts

Skills and Ability to:

- Understanding of, and the ability to interpret and apply, pertinent Federal, State and local codes, laws, grant requirements, and regulations related to position functions
- Maintain strict confidentiality of all tenant records
- Demonstrate well-developed organizational and time management skills
- Demonstrate high-level customer service skills
- Demonstrate clear, concise verbal and written communication
- Follow policies and to explain them to residents
- Provide a high level of service to low-income, elderly, and disabled individuals
- Communicate tactfully and positively with the public and employees
- Problem solve
- Use and understand office information technology
- Coordinate multiple duties
- Meet deadlines under pressure in a timely and accurate manner

Equipment

Motor vehicle, standard office equipment, PC, fax, copier, calculator, multi-line telephones and other miscellaneous office equipment.

Training and Experience:

Required

- Associates Degree (A.S., A.A.) is required, preferably with an emphasis in social services, human services, psychology, or related field
- Experience in general office procedures and practices: at least 2 years
- Experience in nonprofit or public housing agency: at least 1 year

Preferred

- Bachelors Degree in social services, human services, psychology, or related field
- Experience working with a low-income/displaced population

Licensing Requirements

- Must have or be able to obtain Family Self-Sufficiency certification within 6 months
- Valid driver's license

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Positions in this class typically require: driving, walking, standing, reaching, stooping, kneeling, fingering, talking, hearing, seeing and repetitive motions.

The ability to safely operate a motor vehicle as incumbents may be subjected to local travel. Move and lift light objects less than 20 pounds such as mail, supplies and files. Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

Description Prepared By:

Jennifer Hall/HR Review- SS, AW 4/18/2014