

ICCF

INNER CITY CHRISTIAN FEDERATION

Equitable Opportunity | Affordable Homes | Thriving Neighborhoods

Position Description

Job Title: Family Self-Sufficiency Coordinator
Department: Housing and Family Services
Reports To: Grant Analyst and Homeownership Programs Manager
FLSA Status: Exempt/Full-Time
Revised: November 2021

Position Summary

The Family Self-Sufficiency (FSS) Coordinator works with participants for up to 5 years to assess their needs, coordinate available resources, and set/monitor goals to help them achieve economic independence. These goals may include:

- Obtaining/maintaining employment
- Increasing income
- Increasing level of education with a GED, vocational course, or college credits/degree
- Refining a budget and financial skills
- Improving credit scores
- Ending the need for rental assistance
- Becoming a successful homeowner

While FSS participants are in the program, they have the opportunity build financial wealth. As their income increases, they can pay more rent (which will always be 30% of their income because of their HCV). However, MSHDA continues paying the same amount from beginning to end, and the excess funds are set aside in an escrow account for the participant. FSS coordinators are responsible for monitoring the savings, program compliance, and goal achievement; At the time of graduation, the participant may gain access to the savings that built up in the escrow overtime.

Other job functions include team collaboration, program development, outcomes planning and improvement, event planning and execution, provision of educational classes, and relationship building to support participants meet their personal and housing goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

PRIMARY RESPONSIBILITIES:

- Provide wholistic case management services to participants to help them meet their goals and help move them toward self-sufficiency.
- Teach Financial Capabilities Course to participants.
- Maintain official records and documents, and ensures compliance with federal, state, and local regulations.
- Maintain a working knowledge of significant developments and trends in the industry.
- Maintain confidentiality of client information as required by agency and/or state and federal regulations.
- Collaborate effectively with teammates and management.

PROGRAMMING & ADMINISTRATIVE

One on One Housing Counseling:

- Maintain a caseload of FSS clients
- Work with program participants to evaluate current personal and family circumstances, finances, employment, and other factors that may impact their goal progression
- Assess clients' financial situation based on the information furnished by the client. Assists clients in developing a budget and setting financial goals.
- Produce written action plans that support the course of action that promotes the clients' best interests or the clients' choice of action.
- Follow up with the client monthly to implement the established plan. Perform elements of on-going casework as needed to provide service and problem-solving assistance for client inquiries and account management.
- Communicate program requirements to program participants and monitor participant progress.
- Provide information to clients including, but not limited to bankruptcy, collection action, court judgment, credit education, credit reports, housing issues, consumer protection laws, student loans, fair housing, etc.
- Conduct in-person, virtual, and telephone interviews to determine whether or not client has developed a general understanding of the information pertaining to homeownership.
- Inform clients of the agency services, make referrals, and perform other duties associated with the program.
- Provide exemplary customer service to program participants.
- Provide regular reports on program activity to participating employers, program funders, foundations, and ICCF advancement staff.

Education:

- Prepare materials for Financial Capabilities Classes.
- Conduct community outreach and marketing for Financial Capabilities Classes and other supplementary events.
- Explain in-depth the basic elements outlined in the course curriculum.
- Teach the Financial Capabilities Classes to participants via zoom or in person classes.
- Remain up-to-date in current best practices in related fields.

Administrative:

- Maintain comprehensive documentation on all clients sufficient to fulfill program evaluation and reporting obligations.
- Work within ICCF data systems for data input and management.
- Complete and enter client information in internal and external databases required for various funders and stakeholders. Maintain all program records in a timely fashion, producing monthly and/or quarterly reports to appropriate funding and monitoring agencies (e.g. utilizing RxOffice, client management systems, etc.).
- Collaborate with colleagues and fellow leaders to create systems and structures that facilitate assets-based client support.
- Identify and maintain information for community resources. Develop and maintain a thorough familiarity with resources available within the community particularly for low- and moderate-income individuals and families in cooperation with ICCF staff.
- Attend Continuum of Care meetings on a monthly basis for all counties served in ICCF's scope of service delivery.
- Conduct marketing, speaking engagements, and community outreach activities within the community for ICCF programs and services.

- Collaborate with ICCF and partner agency colleagues to identify, establish and implement processes that will ensure efficient operation of grants, programs, and services.
- Ensure policies and procedures are followed.
- Abide by the Mission and Values of ICCF.
- Conduct other duties as assigned by the Grant Analyst and Homeownership Programs Manager or Vice President of Housing and Family Services.

SUCCESSFUL CANDIDATES WILL POSSESS:

- A passion for and commitment to achieving justice and equity in housing.
- Racial and cultural competence: an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions.
- A high degree of initiative, independence, and tenacity; able to identify and prioritize actions towards a goal.
- Effective communication skills (verbal, written, presentation) with audiences diverse in age, race, etc.
- An ability to build relationships quickly and authentically.
- A sense of optimism and an assets-based way of viewing people and situations.
- Knowledge of culturally responsive adult instruction/education.
- An orientation towards problem-solving: experience identifying root causes and developing results-oriented solutions.
- Collective Responsibility: strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities.
- Experience working in collaboration with others to effect change.
- Ability to respond appropriately to supervision, follow policies, and cooperate with supervisors.
- Knowledge to assemble, analyze, and report data and information in a clear, precise, and objective manner.
- Knowledge of HUD policies, procedures, state and federal regulations, or willingness to learn.
- Proficiency in operation of intermediate level office equipment and software programs; including but not limited to: Client Management System (CMS), Microsoft Suite (Word, Excel, Publisher, PowerPoint)
- Willingness to work some evenings and weekends.
- Ability to maintain confidentiality of sensitive information.
- Ability to meet deadlines and program outcomes.
- Ability to plan long range goals with the flexibility to change course where appropriate.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university; Business Administration, Social Work, Psychology, Sociology, Counseling from an accredited college or university is preferred.

Minimum 6 months of experience in providing Housing Counseling services; or, one to two years related experience and/or training; or, equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to

effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Michigan Driver's License and acceptable driving record. HUD Housing Counseling, Financial Capabilities and Home Ownership certifications preferred; willingness to become certified required. **Must obtain housing counseling certification within 3 months of employment as a condition of continued employment.**

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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

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.

COMPENSATION

Compensation commensurate with experience.

We offer a benefits package that includes medical/dental/vision insurance, accrued paid leave time as well as a retirement plan.

Inner City Christian Federation is committed to equal employment opportunity in its hiring and employment practices and policies for all staff members and applicants for employment without regard to race, color, gender, sexual orientation, national origin, age, physical ability, marital status or veteran status.

ICCF is an EEO employer.

To apply, send a cover letter and resume to: hr@iccf.org