

**51755 – FSS ADMINISTRATOR
CITY OF PARMA
270 – PUBLIC HOUSING**

JOB SUMMARY

The **FSS Administrator** works with Housing Choice Voucher/Section 8 families participating in the Family Self Sufficiency Program. The incumbent works on identifying family basic needs, recommending training (education, employment, budgeting, job seeking and job training) and services to meet their everyday needs. The **FSS Administrator** is responsible for monitoring the families' progress throughout their participation in the program. The incumbent coordinates program activities, including working with the Program Coordinating Committee (PCC) and administers the FSS escrow accounts. The **FSS Administrator** works under the direct supervision of the HCV/Section 8 Program Manager. This position is unclassified ("not classified") within the Civil Service of the City of Parma.

WORK ACTIVITIES

Administrative Duties

- Ensures that services included in the FSS contracts of participants are provided on a regular, ongoing and satisfactory basis; collaborates with local social service agencies and businesses to provide in-kind or low cost services to FSS participants*
- Interviews families and completes annual/interim recertifications for all FSS families*
- Conducts needs assessments on FSS programs and participants throughout the program. Interviews residents (in person, via telephone or through home visits) regarding personal and family concerns, finances, employment, food, clothing and housing needs*
- Assesses FSS program participants to determine the level of financial literacy and steps needed to move each participant to become self-sufficient*
- Assists FSS participants in reaching program goals via case management and community referrals; e.g., job training, educational opportunities, medical, and social services*
- Assists residents in problem solving and identifying resources to improve their understanding of self and personal problems*
- Drafts, reviews and monitors FSS participants contracts (goals and escrow accounts)*
- Keeps accurate records of escrow accounts and coordinates with other staff to receive and disperse necessary information regarding accounts*
- Compiles case notes, participation tracking and referrals*
- Conducts orientation for new FSS program participants and assists families in goal setting*
- Ensures that FSS participants are fulfilling their responsibilities under FSS contract, recommends FSS participants for continued FSS participation or termination*
- Counsels participating families on a one-on-one basis and working together with each family*

- Develops a preliminary Individualized Training and Services Plan (ITSP) and case plans individually, as a family, or in other small groups and aides residents in mobilizing their inner capabilities and external resources to improve social functioning*
- Provides individualized case plans for FSS participants; ensures that participants are linked to supportive services needed to achieve economic independence and self-sufficiency*
- Collaborates with social services agencies to maximize benefits for FSS program participants*
- Maintains a Program Coordinating Committee (PCC) made up of local government, job training and employment agencies, local welfare agencies, educational institutions, child care providers, non-profit service providers, and businesses*
- Secures resources (NOFA's grants) to assist in the continued development and implementation of the FSS program*
- Familiarizes self and follows regulations pertaining to Family Self Sufficiency and Resident opportunity and self-sufficiency programs*
- Partners with local community groups, community service organizations and businesses to coordinate and provide program activities for families of HCV/Section 8*
- Assists with directing phone calls, waiting on customers and managing front office*

Other Duties

- Performs all other related duties as assigned within the Public Housing Agency as designated by the HCV/Section 8 Program Manager+

*Denotes essential job functions

+Denotes Essential Job Functions, Scheduling Accommodations Possible

TOOLS AND EQUIPMENT

- Computer
- Fax Machine
- Copy Machine
- Typewriter
- Telephone
- General Office Supplies

JOB CONTEXT

The **FSS Administrator** works a 35 hour week from 8:30 a.m. until 4:30 p.m. which includes one unpaid hour for lunch. This position is full-time with benefits and operates 12 months a year. Regular and predictable on-site attendance is an essential job function. The **FSS Administrator** will operate office equipment, which requires continuous and repetitive arm, hand and eye movements. The stress level of this position is extremely high.

JOB QUALIFICATIONS

Upon hire, a FSS Administrator must have:

- An Associate's Degree in social science, counseling or related field. Extensive experience in an area directly related to the position may be substitute for the college degree requirements
- Minimum two years of experience in an area directly related to the position
- Ability to develop and maintain cooperative relationships with participating families, agency staff and outside agencies (both public and private); develops proposals for services as needed.
- Ability to maintain a high degree of knowledge about social services agencies and program offerings.
- Ability to assess the needs of participation families and develop plans to meet needs/goals.
- Ability to perform duties in an organized manner under limited supervision within established deadlines.
- Ability to assist participants with tasks associated with enrollment and/or application for the services and programs required in plan. Sets high standards of performance, pursues aggressive goals and persists despite obstacles and opposition. Brings issues to closure.
- Broad knowledge of federal, state and local statues, rules, regulations, policies, procedures and guidelines related to low-income housing and social services, with emphasis on HCV/Section 8 Self-Sufficiency guidelines.
- Ability to work well with others
- Proficient in Microsoft Word and Excel
- Possession of a valid State of Ohio Driver's License

After hire, a FSS Administrator must have:

- An understanding of the workings of the Parma Public Housing Agency
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The salary range for this position is \$22,500.00 to \$41,264.83. The City of Parma is an equal opportunity employer. The new hire probationary period is one year.

Applications may be obtained from the City of Parma Human Resources & Purchasing Department at Parma City Hall, 6611 Ridge Road, Parma, Ohio. An application can also be found on the City's website under the Human Resources tab: <http://www.cityofparma-oh.gov/cityhall/personnel.aspx>. A resume is required. Applications and resumes shall be submitted after completion to the City of Parma Human Resources & Purchasing Department. This position will remain open until filled.