

JOB DESCRIPTION

Position Title	Department	Reports to
Family Support Specialist Grade: 4 \$58,500 - \$65,186	Housing/Support Services	Director of Housing/Supp. Services
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	06/2025

POSITION SUMMARY

Under the supervision of the Director of Housing and Support Services, perform technical and advisory work in the administration of the Department of Housing and Urban Development (HUD) Section 8 HCV and or Public Housing Family/Elderly Self-Sufficiency Programs by working with tenants on self-sufficiency services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation(s).

- Refer tenants to the FSS or ESS program, to help promote self-sufficiency.
- Assist and/or maintain an FSS or ESS program caseload which includes the following:
 - Conduct detailed needs assessment with new participants and develop the FSS/ESS contract of participation.
 - Conduct detailed needs assessment with residents determining service needs and developing a participation action plan for each resident.
 - Market the FSS program to attract participating families and service providers.
 - Coordinate services for each participant. Document the progress in each activity to ensure that each service is of value to the participant.
 - Meet with the participants on a regular basis to evaluate goals/assess progress.
 - Network with other agencies to keep informed and well briefed on any program changes in their agency. Organize task force designed to improve services to the client base served. Act as a liaison between EIRHA and the FSS Task Force.
 - Create and maintain a separate file for each FSS/ESS participant. The files shall include demographic information on the family, the FSS/ESS contract, escrow account information, the FSS/ESS needs assessments, FSS/ESS progress notes, and documentation of pertinent information.
 - Calculate and maintain records for the FSS escrow account. Verify program compliance and contract completion for escrow payouts.
 - Update FSS/ESS Action Plan, as needed, and prepare any needed policy statements on program termination and escrow payouts.

- Research services grant application potential and assist in preparing grant applications, when appropriate, and as required. Research prospective services developing liaisons and/or partnerships with agencies and/or groups.
- Maintain and coordinate Program Coordinating Committee (PCC) through organizing and facilitating meetings along with the recruitment of new members.
- Prepare progress reports, as needed, for the board and for reporting to HUD.

In accordance with prior HUD approval, the Specialists may engage in non-FSS activities (i.e., standard housing activities like recertifications and HQS for the FSS participants). These activities are as follows:

- Maintain FSS/ESS tenant files, complete initial lease-up, annual reviews and requests for income/family composition changes.
- Provide information to owners or agents concerning requirements and procedures of housing programs. Develop relationships with landlords and act as liaison between tenants and landlords.
- Perform Housing Quality Standard (HQS) inspections and lead-based paint assessments of rental units to determine if conditions and facilities meet standards and are suitable for inclusion in the program.
- Assist with property management.
- Other related duties as assigned.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

This position requires a Bachelor's Degree in social work, psychology, education, business, or another related field of study. At least two years' experience in case management, counseling, property management, or social work is desired. Ability to express ideas effectively, both oral and written, is essential. Ability to acquire certification as an HCV Practitioner/Specialist in HQS, Occupancy, Eligibility, Income and Rent Calculation, or PH Management Certification, where applicable, and FSS Certification within the first year of hire. Ability to operate a personal computer and software including word processing and financial programs.

Knowledge of principles and practices of housing, fair housing, knowledge of federal housing programs, some knowledge of practices and principles of rental housing management. Ability to prepare simple reports and to communicate orally and in writing. Ability to establish and maintain effective working relationships with tenants, owners or agents, other agencies and the public.

Ability to travel to housing sites and/or meetings out of the office. Must possess a valid driver's license, a clean driving record and be insurable under ECIA and EIRHA's insurance policy. A criminal history background check will be conducted prior to employment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

The physical demands include sitting and standing. Position can be mentally challenging.

EEO STATEMENT

THE EAST CENTRAL; INTERGOVERNMENTAL ASSOCIATION (ECIA) is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. The ECIA makes hiring decisions based solely on qualifications, merit, and business needs at the time.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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