

## OPEN POSITION

### **Appleton Housing Authority Family Support Specialist**

What's your passion? Do you love helping & mentoring people to be the best they can be? Are you upbeat, positive and self-confident? We are searching for a Family Support Specialist to guide our families to self-sufficiency and ultimately financial independence.

#### **Job Summary:**

Responsible for the development, implementation and management of the FSS program. Work is performed under the general supervision of the Housing Choice Voucher Program Manager. Position Identifies and obtains supportive service resources working with other agencies to help clients overcome barriers to education and employment. Clients include Section 8 voucher holders and public housing families. Responsibilities include accuracy of work, eligibility determinations, rent calculations, tenant payment calculations, collection of tenant rent payments, work orders, leasing up units to applicants, landlord reference checks, credit checks, briefings, voucher issuance, re-examinations. Training provided.

#### **Example Essential Duties (Not Inclusive)**

1. Recruit new Section 8 voucher holders for the FSS program.
2. Maintain a caseload of up to 100-150 families.
3. Perform individual needs assessments to set goals to reach self-sufficiency.
4. Develop custom-tailored action plans with a five year or less timetable.
5. Plan and coordinate activities for FSS program participants, such as training programs, confidence building, life skills, utilizing area resources.
6. Plan and co-host FSS graduation events and help with media events.
7. Maintain tenant files in accordance with HUD regulations.
8. Conduct interviews of clientele for initial lease ups and annual reviews, requesting information as required by the regulations on income, assets, and allowances.
9. Determine eligibility for initial applicants, and continued participation for all annual reviews, verifying all information by third party.
10. Conduct briefing sessions for initial applicants to ensure their understanding of the rules and regulations of the Housing Choice Voucher/Public Housing program.
11. Determine tenant rent calculations according to HUD regulations by obtaining third party verification on all information provided by the client.
12. Enter current information onto the computer system for correct data processing and FSS escrow savings accounts.
13. When necessary conduct home visits to a participant that can not come into the office for an appointment.
14. Conduct Housing Quality Standard Inspections, and send the required letters (pass or fail) to the landlord. Follow up with completion of repairs within the required time frame.

15. Conduct move in and move out inspections as required. Also perform weekly / biweekly and/or monthly inspections as needed according to the case management on a case by case basis.
16. Enter work orders as needed for any repairs needed on the scattered site units.

### **Public Relations**

1. Maintain effective relationships with other organizations, both public and private.
2. Will attend community meetings promoting the FSS and the Section 8 program when requested.
3. Implement an ongoing community resource guide such as: resident handbook, or resident newsletter.

### **Minimum Qualifications**

Must have positive attitude. Graduation from a two year or four year college or university program with a concentration in social or human services. Knowledge and understanding of the FSS/Section 8 Voucher Program, and the Public Housing program a PLUS. Prior property management experience helpful. Considerable knowledge of office procedures and practices; ability to type accurately and be computer literate in a Windows environments. Ability to meet deadlines, ability to establish and maintain effective relations with employees, superiors, co-workers, clients, outside agencies and the general public. Must possess a valid Wisconsin driver license and be bondable. The best qualified applicants will be selected for an interview. Absolutely, no phone calls. Send Resume or email to [debrad@appletonhousing.org](mailto:debrad@appletonhousing.org). Position is full-time with competitive salary. Excellent benefits. Position is open until filled. The Appleton Housing Authority is an EOE.

Appleton Housing Authority  
ATTN: AHA Recruit Family Support Specialist  
925 W. Northland Avenue  
Appleton, WI 54914