

# Family Self Sufficiency and Mainstream Coordinator

## JOB SUMMARY

This position is responsible for the success of the Family Self Sufficiency and Mainstream Program offered by Choice Housing Opportunities for Intergenerational and Community Endeavors (CHOICE, Inc.) and the Chelmsford Housing Authority. This is a highly responsible position and the successful candidate will work with all populations serviced by CHOICE and the Chelmsford Housing Authority.

Responsibilities of this position will include:

- Conduct initial orientations and intake interviews with families, the disabled and seniors
- Assess the skills, abilities, needs and resources of participants
- Identify realistic goals and develop the tasks and milestones to accomplish goals
- Identify and coordinate resources needed by the participants
- Develop a program needs assessment based on program participant's Individual Training and Service Plans (ITSPs)
- Monitor and document the residents' progress to goals in the ITSPs
- Develop (through collaboration) new community services or levels of service to meet the needs of the Family Self Sufficiency participants.

This individual should have knowledge of:

- Cultural and social competencies
- Interviewing techniques
- Active listening
- Utilization of assessment tools
- The needs of "at risk" and specific populations (i.e. single mothers, fathers and seniors at risk)
- Labor market and turnover rates
- Career and lifelong learning issues
- Crisis, stress, and time-management techniques
- Social, community and employment programs, resources, services
- Case management documentation and record-keeping systems
- Outcome evaluation

The individual should have the ability to:

- Establish trust through effective interpersonal communication
- Build rapport with participants
- Accurately assess and prioritize multiple needs
- Develop realistic goals based on needs
- Write and communicate concise and comprehensive goal plans
- Identify and maintain available resources
- Accurately match needs to resources
- Make referrals to resources

- Create reports for other stakeholders to review progress of participants
- Evaluate effectiveness of ITSPs and redevelop plans if needed
- Develop goals, objectives, tasks, and evaluation tools to accomplish program goals
- Develop and maintain a measurement tool to assess program's progress toward goals
- Problem solve

This individual will be responsible for maintaining an FSS Program of at least 35 participants and establish semi-annual contact with about 75 participants of the Section 8 Mainstream Program participants. Quarterly reporting to members of the CHA/CHOICE team is a requirement.

This individual will be expected to work 37.5 hours a week, some of which may include evening hours to accommodate the schedules of working families. The successful candidate will have a degree in Human Services or a related field and be licensed or license-eligible. This requirement can be substituted with significant service-related experience. A vehicle is required.

CHOICE, Inc. and the Chelmsford Housing Authority are committed to Equal Employment Opportunity (EEO). The Authority will improve the employment status of minorities and women through an aggressive Affirmative Action Program. This action is undertaken in recognition of our obligations under a range of laws and requirements including but not solely limited to: Executive Order 11246, Massachusetts Civil Rights Act (M.G.L. Chapter 151B), DHCD Affirmative Action Regulation (760 CMR 33.00), Titles I and II of the Americans with Disabilities Act of 1990, the Civil Rights Act of 1866, as amended, and Title VII of the Civil Rights Act of 1964, and the Civil Rights Act of 1991.

It is the policy of CHOICE, Inc. and the Chelmsford Housing Authority to:

Recruit, hire, train and promote persons in all job classifications without regard to race, color, religion, disability, age, gender, gender identity, sexual orientation, familial status, citizenship status, genetic information, military service or national origin.