



Position Description

Position Title:	Social Service Coordinator
Department:	Social Services
FLSA Status:	Non-Exempt

Summary

The primary purpose of this position is to work with participants of the Housing Choice Voucher and Public Housing programs and coach them to be self-sufficient. The incumbent will give individuals information about, and access to, resources that will help them to become independent and self-sufficient.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Receives clients from the Coordinated Entry Process.
- Coordinates all services that are needed to help individuals and families to become self-sufficient; addresses client needs in relation to employment, education, transportation, household items, and food; connects clients with other social services, as necessary.
- Contacts clients for the initial Intake Meeting; assesses eligibility for the Ready to Rent Program.
- Explains all programs requirements and rules to clients; assists with documentation completion; ensures that all financial, employment, and housing documentation is in order.
- Works with the youth in Public Housing and HCVP and collaborates with the relevant agencies to address the developmental reading and educational needs of youth.
- Transports and advocates for families referred by FWHA services and by community agencies.
- Assists clients in finding suitable, viable housing.
- Inputs client information into YARDI and the Homeless Management Information System.
- Pays outstanding utilities and rent charges, as required.
- Supports other Authority staff, departments, and programs, as necessary.
- Attends meetings and participates in calls, as necessary.
- Performs any additional administrative duties, as required.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:



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Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Education and/or Experience

- Bachelor's Degree in Social Work, Psychology, or Human Services, and 1 - 3 years' experience in a related role.
- An equivalent combination of education and experience may be considered.
- Valid Indiana driver's license is required, and the incumbent must be insurable under the Authority's plan.

Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrable communication and active listening skills are required, as well as an ability to display empathy.



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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.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; reaching to retrieve and replace files; moving about the office; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 30 pounds.

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.

- Office environment. The noise level in the work environment is usually moderate.
- Occasionally required to work in inclement and/or extreme outdoor weather conditions.
- May, on rare occasions, be exposed to airborne pathogens, potentially hazardous bodily fluids, and potentially hazardous or cancer-causing agents or chemicals.

Read and Acknowledged

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date