



Position Description

<b>Position Title:</b>	Programs Coordinator	<b>Department:</b>	Enrichment and Career Services Department
<b>Reports to:</b>	Programs Manager	<b>Approved By:</b>	
<b>FLSA Status:</b>	Non-Exempt	<b>Approved Date:</b>	

**Summary**

The primary purpose of this position is to work with participants and residents in various programs and coach them to be self-sufficient. Programs may include and are not limited to FSS, FSEP, ROSS, HEAL, and MTW etc. The incumbent assists residents and participants with becoming self-sufficient and economically independent by determining their needs and providing useful resources and services. In addition, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations.

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.*

- Provides case management, planning, coordination, and delivery of services in concert with the assigned Enrichment programs (i.e., FSS, FSEP, ROSS, MTW). Incumbent(s) may be assigned to one or more of the Enrichment Department’s programs.
- Identifies self-sufficiency goals and obstacles faced by participants and residents; coordinates with partners and service providers to offer various programs, resources, and events that will enhance residents’ quality of life and ability to enter workforce, including but not limited to: adult basic education, literacy, GED attainment, parenting, youth programs, health awareness, needs of senior citizens and homeownership; communicates with all parties (Authority staff, residents, and service providers) to provide updated program information and receive related feedback.
- Develops case plans with clients individually, as a family, or in other small groups, and aids clients in mobilizing their inner capabilities and external resources to improve self-sufficiency.
- Actively manages cases, tracks goals and progress within specified software.
- Completing recertifications of individuals on the Family Self Sufficiency program.
- Collects and analyzes data, creates reports to ensure specified outcomes are met. Conducts gap analysis and makes recommendations.
- Maintains relationships with local banks, colleges, job training centers, and employers to provide job opportunities for participants.
- Maintains relationships with other housing authority professionals and service providers to keep abreast of services and assistance available to residents; ensures that Authority staff and residents are made aware of available services and assistance options.
- Plans, develops, and coordinates social service programs for senior residents; refers residents to other social service delivery agencies and assists individuals and families to comply with the Housing Authority and HUD rules and regulations.



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- Assists with launching opportunities for education, training, supportive services, and communications for specified participant and resident base.
- Coordinate's assistance of referrals involving programs of outside agencies that may improve the quality of life of residents.
- Arrange orientations for participants and residents.
- Keeps participant files up to date regarding self-sufficiency goals.
- Listens for understanding and connection.
- Dedicated to working directly with a diverse population.
- Ability to cultivate and develop inclusive and equitable working relationships with employees, clients, and community members.
- Supports and enhances a sense of belonging with employee, client, and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- 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:*

**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:** Meets appropriate standards of performance; works hard/smart to achieve goals; strives for results and success; works with a sense of urgency and follows tasks through to completion; and persists despite obstacles and opposition.



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*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 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. Perform work in a reliable manner that is both accurate and timely.

*Teamwork:* Balances team and individual responsibilities; can be objective and open to others' views; gives and receives appropriate feedback; contributes to building a positive team spirit; actively contributes to team success.

*Safety Awareness:* Incumbent is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

### **Education and/or Experience**

- Bachelor's Degree: Social Work, Psychology, Sociology, Human Services or a related field from an accredited college or university
- 1 - 3 years' experience in a related role.
- An equivalent combination of education and experience may be considered.
- Must maintain Family Self Sufficiency Specialist certification within the first year in the role.
- Valid state issued 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).
- YARDI experience is desirable.
- 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.

### **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; moving about the office; reaching, kneeling and bending to retrieve and replace files.
- The employee will attend onsite and offsite meetings.
- The incumbent will travel to various FWHA properties.



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- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 25 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.

- Position may work in an office environment, and various other locations in the community and/or FWHA properties.
- Office environment. The noise level in the work environment is usually moderate.
- The employee may occasionally be exposed to bodily fluids and airborne pathogens.

### 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 leadership as required. FWHA reserves the right to revise or change job descriptions, job duties, functions and requirements as the need arises. This job description does not constitute a written or implied contract of employment.*

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**

\_\_\_\_\_  
**Approval of Appointing Authority**

\_\_\_\_\_  
**Date**