

Housing Authority of the County of Alameda

Human Resources Department



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County of Alameda

Position:	Family Self-Sufficiency (FSS) Coordinator	Classification #:	3662H
Salary Range:	\$5,220.00 - \$6,258.00 monthly \$62,634.00 - \$75,095.00 annually	Location:	Hayward, California
Job Type:	Regular Full-Time	Department:	Special Programs Department
Opening Date:	2/7/2024	Closing Date:	3/7/2024 at 11:59 p.m.

ABOUT HACA:

The Housing Authority of the County of Alameda (HACA) offers several programs funded by the U.S. Department of Housing and Urban Development (HUD) to assist low-income families, seniors, people with disabilities, and others in various parts of Alameda County. HACA's goal is to provide affordable housing, rental assistance, and associated services to individuals with low-, very low-, and extremely low incomes. This includes elderly individuals and those with documented disabilities, assisting them in achieving as much independence as possible within their means.

ABOUT THE POSITION:

Under direction from the Special Programs Manager, the Family Self-Sufficiency Coordinator will coordinate activities, manage, counsel and evaluate a caseload of participants in the Authority's Family Self-Sufficiency program. The Family Self-Sufficiency Coordinator will provide or arrange for training programs, conduct orientations, evaluations, and appraisals of clients, collect data, file reports, provide technical assistance to the Housing Programs & Family Self-Sufficiency and other Authority staff, and perform other related work as required. Incumbents are responsible for managing a caseload of Family Self-Sufficiency program participants from orientation, intake, and action plan development through program completion and graduation.

Incumbents are responsible for managing a caseload of Family Self-Sufficiency participants from orientation, intake, and Action Plan development through completion and graduation. This class is distinguished from the Housing Specialist by the provision of services related specifically to the Family Self-Sufficiency program goals and objectives.

Typical responsibilities include but are not limited to:

1. Provide Family Self Sufficiency information to prospective participants and the public.
2. Provide case management services, including orientation, intake, Action Plan development, contract signing, progress evaluation, assistance, and graduation, through regular meetings with program participants.
3. Explain client responsibilities and monitor performance in the Family Self-Sufficiency program.
4. Create articles, layout, and design for quarterly newsletter. Develop materials, forms, and brochures concerning program activities.
5. Compile statistics, develop reports, and provide information and data to the Self Sufficiency Coordinators and other Management staff.
6. Conduct orientations and other program presentations using audio-visual equipment.
7. Compile, maintain, and update resources and lists of service providers in the community for referral of clients.
8. Attend and participate in meetings with County departments, non-profits, and other public agencies relating to Self Sufficiency activities.
9. Document files and computer records regarding program participants. Coordinate housing program activities with other Authority staff.
10. Identify operational problems or suggestions for improvements and report them to management.

The ideal candidate will have the following knowledge and personal attributes:

Knowledge of:

- Counseling, evaluating, interviewing, coaching, and motivational techniques.
- Principles of individual and group behavior.
- Recordkeeping and reporting procedures.
- Computer systems and related software.
- Federal, state, and local rules relating to assisted housing programs, particularly the Self Sufficiency program.
- Community service providers and resources.

Ability to:

- Communicate effectively both orally and in writing.
- Conduct group meetings and presentations.
- Provide effective individual and group counseling.
- Compile information and statistical reports.
- Layout and design newsletters and other informational materials.
- Plan and organize assignments.

MINIMUM QUALIFICATIONS:

These are entrance requirements for admission to the examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligibility list. A candidate's performance in the exam will be judged in comparison with the performance of other candidates.

Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and skills would be:

- Three years of recent, full-time, paid experience in public, private, or non-profit agencies in a position directly delivering social services to low-income clients. Possession of a Bachelor's degree in a related field from an accredited college or university may be substituted for two years of general experience; an Associate degree may be substituted for one year of general experience.

Or

- Two years of experience in the Eligibility Technician class or higher in the Housing Authority service.

License:

Possession of a valid California Motor Vehicle Driver's license.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions.

While performing the duties of this job, the employee is frequently required to stand, walk sit and be mobile within and outside the workplace, including the ability to drive an automobile. Manual dexterity is required in order to operate computers and office equipment. Good eyesight is required to read, write, and perform calculations. Good hearing and speech are necessary to communicate with managers, staff, clients, and the general public. Mobility to move about client residences, including climbing stairs, is required. Must be able to handle stressful situations. Regular attendance is required.

DESIRABLE QUALIFICATIONS:

- Fundraising, event planning, and marketing experience.
- Strong Excel and technical experience.
- Direct experience with the Family Self-Sufficiency program.
- Experience with housing program software systems, including Tenmast or similar software.
- Experience using video conferencing platforms, such as Zoom and Teams, for remote meetings and collaboration.

BENEFITS:

HACA offers a comprehensive and competitive benefits package that affords wide-ranging healthcare options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discounts and fitness and health screening programs focused on overall well-being. These benefits include but are not limited to*:

For your Health & Well-Being:

- Medical – HMO & PPO Plans – HACA contributes a fixed amount toward employee medical insurance under one of several recognized programs.
- Dental – HACA pays the premium for dental insurance for the employee and dependents.
- Vision - HACA pays the premium for a vision plan for employee coverage; employees can pay premium for dependents.
- Basic Life Insurance - HACA pays the premium for a group life insurance benefit plan.
- Supplemental Life Insurance (with optional dependent coverage for eligible employees).
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- AFLAC Supplemental Insurance

For your Financial Future (Reciprocity ability):

- Retirement Plan - Both the employee and HACA contribute to the Alameda County Retirement Association (ACERA). Employees entering ACERA after 1/1/2013 enter at the Tier 4 benefit level. Tier 4 mandatory employee contributions are 9.30% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance:

- 14 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Catastrophic Sick Leave
- Credit Union - HACA employees are eligible to join a Credit Union.
- Employee Assistance Program

Work Week:

- This position at HACA follows a 9/75 work schedule, which means employees work for nine consecutive days and then have a day off every other Friday. This type of shift system reduces fatigue and burnout among the employees. The schedule for the two weeks is as follows:
 - Week 1, Monday to Friday, and,
 - Week 2, Monday to Thursday.

BACKGROUND CHECK & AND PRE-EMPLOYMENT PHYSICAL:

Background Check:

As part of the application process, we may conduct an investigation into an applicant's employment history and contact their references. If the results of this investigation raise concerns, it may lead to disqualification from consideration for the position. Additionally, we will also take fingerprints for a criminal history review. A past conviction will be carefully considered on a case-by-case basis, taking into account its relevance to the job in question. While a conviction may result in the termination of eligibility for employment, it will not necessarily disqualify an applicant from consideration. Ultimately, the Personnel Committee or Executive Director will make the final decision.

Pre-Employment Physical:

It is a requirement for all newly hired individuals to undergo a pre-employment medical examination, with employment offers being contingent on successfully passing the examination. HACA retains the right to disqualify candidates based on the report provided by the examining physician.

HOW TO APPLY & TENTATIVE SELECTION PLAN:

How to Apply:

- 1. Application materials are available on the HACA website at <https://www.haca.net/employment/job-listings/>
- 2. Applications must be submitted by **11:59 p.m. on Thursday, March 7, 2024**, unless extended.

Application:

All the following documentation is **REQUIRED**, and the application packet **MUST** be submitted for the applicant to receive full consideration. All applicants **MUST** submit an application packet consisting of:

- 1. Compelling cover letter explaining interest and qualifications; and,
- 2. Resume; and,
- 3. Completed HACA employment application; and,
- 4. HACA supplemental questionnaire.

Applicants may submit their application packet using one of the following methods:

- 1. Email your application packet to: jobs@haca.net
- 2. Mail your application packet to: *(Postmark **MUST** before **11:59 pm on Thursday, March 7, 2024**)*

HACA / Attn: Mildred Otis, Human Resources Manager
22941 Atherton Street
Hayward, CA 94541

Tentative Selection Plan:

Applicants will be informed via email with reasonable notice in advance of any examination process which will require their attendance. The following dates are tentative and subject to change based on the needs of HACA:

Deadline for Filing:	Thursday, March 7, 2024 @ 11:59 pm
Review for Minimum Qualifications:	Week of March 11, 2024
Written Examination:	Week of March 18, 2024
Panel Interviews (in person):	Week of March 18, 2024
Second Interviews (in person)	Week of April 8, 2024
Selection and Offer:	Week of April 8, 2024
Anticipated Start Date:	Week of April 22, 2024

HOW TO APPLY & TENTATIVE SELECTION PLAN (CONTINUED):

WE RESERVE THE RIGHT TO MAKE CHANGES TO THE ANNOUNCED RECRUITMENT & SELECTION PLAN

HACA's Human Resource Department will make reasonable efforts in the examination and/or selection process to accommodate qualified individuals with disabilities and/or medical conditions in accordance/compliance with the State Fair Employment and Housing Act (FEHA), Federal Americans with Disabilities Act (ADA) HACA's Reasonable Accommodation Policy and applicable statutes.

To request accommodation due to a disability/medical condition during this or other phases of the examination/selection process, please contact the Human Resources Representative listed on the job announcement before the last date of filing. HACA requires applicants to provide supporting documentation to substantiate a request for reasonable accommodation. In order to qualify for reasonable accommodation, applicants must have a disability/medical condition pursuant to the ADA, FEHA, and applicable statutes.

EQUAL EMPLOYMENT OPPORTUNITY:

HACA has a diverse workforce that is representative of the communities we serve and is proud to be an equal opportunity employer. All aspects of employment are based on merit, competence, performance, and business need. HACA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors protected under federal, state and local law. HACA celebrates diversity and is committed to creating an inclusive and welcoming workplace environment.

EXAMINATION:

Applications and other required related documents must be filed within the official period advertised for each examination. Applicants are responsible for the truth of all statements made in their applications and other related documents. False statements are grounds for rejection of an application or discharge from HACA employment in accordance with applicable HACA Personnel Rules.

The examination will consist of the following steps:

1. Screening of all applications to identify those applicants who meet the announced minimum qualifications for acceptance into the exam.
2. Review the applications of those candidates who meet the minimum qualifications for selection of those best qualified to continue in the exam process.
3. A job-related in-person interview and an in-person written exercise.

The purpose of the examination is to assess the applicant's proficiency and expertise in various areas relevant to the role of an administrative clerk. These may include, but are not limited to, their knowledge of administrative procedures, record-keeping, data entry, communication, customer service, and computer applications such as Microsoft Office. Additionally, the examination will evaluate the applicant's ability to perform tasks and duties such as filing, organizing documents, scheduling appointments, and responding to inquiries. The results of the examination will help determine the applicant's suitability and readiness for the role of an administrative clerk.

THE SUPPLEMENTAL QUESTIONNAIRE FOLLOWS ON THE NEXT PAGE

SUPPLEMENTAL QUESTIONNAIRE:

The HACA employment application and supplemental questionnaire can be downloaded from HACA's website at www.haca.net. If you have any questions, please call the HR department at (510) 727-8518. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510) 727-8518.

FAMILY SELF-SUFFICIENCY COORDINATOR SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates with the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements and are the best qualified for the position will continue in the exam process.

DIRECTIONS:

It is critical that you respond to this Supplemental Questionnaire completely; however, please limit your responses to one page for each question. Indicate your name on each page of your response.

Please be advised that although you may possess the minimum qualifications requirements for this exam, you are not guaranteed advancement in the selection process.

Return your completed application and supplemental questionnaire immediately, as the exam may close at any time period. Applications submitted without a completed supplemental questionnaire will not be considered.

1. Tell us about your experience in providing case management services.
2. Describe your knowledge of Section 8 programs and any experience you have had working in low-income housing programs.
3. Describe the criteria you would use to assess a client's career readiness and explain why. Be specific.
4. Each client who enters the Family Self-Sufficiency program must develop an action plan to build self-sufficiency. What goals would you want to see included in this plan and why?
5. Describe your knowledge of and experience with:
 - a. Alameda County community service agencies; and
 - b. Adult schools, vocational schools, or post-secondary schools.
6. Describe your experience in the following, including your responsibilities and the outcomes of the event(s) facilitated or coordinated:
 - a. Facilitating workshops and/or conducting presentations to groups.
 - b. Coordinating any events for groups of people.