



## **Family Self-Sufficiency Homeownership Program Coordinator**

Responsible for the successful launch and implementation of the FSS Homeownership Track, including the recruitment and support of participants for the Savings Match for Homeownership Program (SMHP), and developing a group of participants working together towards shared goal of becoming homeowners.

Coordinate services to be provided and ensure that partnerships and resources are in place as needed, maintain relationships with One Mortgage Lenders and other eligible lenders to provide support to participants, aid with credit repair to build and achievable path to homeownership within the appropriate timeframe, communicate and coordinate with staff from multiple departments to achieve program goals, maintain required program records and documentation of progress. Work with participants on other FSS goals as required.

### **Key Responsibilities:**

#### **Customer Service:**

- Provide motivational counseling to participants who are interested in focusing on homeownership preparation while enrolled in FSS.
- Schedule and conduct initial outreach and enrollment activities.
- Develop participant FSS Contracts of Participation with all required SMHP activities and goals as well as other non-Homeownership activities and goals participants identify for their participation in the program.
- Coordinating high quality and engaging workshops designed to inspire, support, and educate future homebuyers in all aspects of preparing for homebuying and homeownership including but not limited to these required core workshops and others such as Legal Aspects of Homebuying:
- Attend meetings trainings and informational sessions on services, as necessary.
- Maintain all client files, both electronic and paper, and all submitted documentation.
- Build effective relationships with internal and external customers, identify customer expectations, and offer practical solutions to customer issues.
- Plan and facilitate support group/networking meetings for participants.
- Ensure effective communication between departments to coordinate the provision of services.

#### **Case Management:**

- Maintain all client files, both electronic and paper, and all submitted documentation.
- Provide case management services, including eligibility determination and an in-depth intake interview and assessment to determine participant needs.
- Provide information and service referral, internal and external to RCAP, provide advocacy, supportive counselling and crisis intervention to clients striving to become self-sufficient. Develop a cohort of participants who regularly share information, and support each other during their time in the program. Coordinate in person meetings when allowable, and remote connections until in person is possible.

#### **Program Compliance:**

- Develop a working knowledge of the FSS-MTW Administrative Plan, becoming familiar with the programs mission, goals and objectives, and activities for implementation.
- Complete all required reports and monitoring of budget and expenses. Submit detailed monthly, quarterly, and annual reports on program and clients' status.
- Monitor program enrolment and maintain statistical information for required records and reports.



- Maintain thorough knowledge of current program regulations and DHCD (Department of Housing and Community Development) policies.
- Performance indicators per the compliance reviews to meet identified benchmark of 98%.
- Establish and track FSS savings match accounts.

**Program Outreach:**

- Maintain a comprehensive knowledge of available community resources including current regulations, eligibility, and applications procedures.
- Foster collaborations with service organizations/providers, state and local agencies and funding sources.
- Assist clients with fair housing, affirmative action and equal opportunity laws and policies, including noting and reporting discrimination, providing information about buyer, rights, and providing referrals to the appropriate agency.
- Maintain knowledge of area housing market and be familiar with homeownership.
- Assist in coordinating new FSS Homeownership and on-going activities with other RCAP programs as well as with the agency's partners.

**Education Requirements:**

- Bachelor's Degree, or Associates Degree with 4 years' experience in social services.

**Experience Requirements:**

- Three years of human services/social work, counselling/case management, or directly related field.
- Knowledge of computer systems and database functions.

**Certifications or Licensures:**

- Valid driver's license.
- HUD certification in FSS within one year.

**Working Conditions:**

- Typical office conditions and visits to clients' homes as needed.
- Typical office setting to include the ability to spend long hours sitting and using office equipment.
- Move regularly from sitting to standing position as well as frequently bend to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use and earpiece or headphones.; Speak, listen, and understand others.
- Occasionally lift 10 to 15 lbs

Interested candidates, should submit a resume and cover letter to HR @rcapsolutions.org

**Location –Worcester, MA**

**To Apply:**

Send cover letter and resume to our Human Resources Department or Email: HR @rcapsolutions.org or Fax: (978) 630-9651.

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