

The East Central Intergovernmental Association (ECIA), a council of governments, is seeking a Family Support Specialist.

Family Support Specialist

Under the supervision of the Director of Housing and Support Services, you'll play a vital role in administering Department of Housing and Urban Development (HUD) Section 8 Housing Choice Voucher (HCV) and/or Public Housing Family/Elderly Self-Sufficiency Programs. You'll work directly with tenants, guiding them on their journey toward self-sufficiency.

What You'll Do:

As a Self-Sufficiency Program Specialist, you'll be at the forefront of our efforts to empower tenants. Your responsibilities will include:

- **Tenant Empowerment & Case Management:**
 - Refer tenants to the Family Self-Sufficiency (FSS) or Elderly Self-Sufficiency (ESS) programs.
 - Conduct detailed needs assessments and develop personalized Contracts of Participation or action plans for participants.
 - Coordinate and document services, ensuring their value and effectiveness.
 - Meet regularly with participants to evaluate goals and assess progress.
 - Maintain comprehensive participant files, including demographic information, contracts, escrow details, needs assessments, and progress notes.
 - Calculate and maintain FSS escrow accounts, verifying program compliance for payouts.
 - Update FSS/ESS Action Plans and prepare policy statements on program termination and escrow payouts as needed.
- **Program Development & Collaboration:**
 - Market the FSS program to attract new participants and service providers.
 - Network with other agencies to stay informed about program changes and organize task forces to improve client services.
 - Act as a liaison between our organization and the FSS Task Force.
 - Research grant opportunities and assist in preparing grant applications.
 - Maintain and coordinate the Program Coordinating Committee (PCC), including organizing meetings and recruiting new members.
 - Prepare progress reports for the board and HUD.
- **Housing Program Support (as needed with HUD approval):**
 - Maintain FSS/ESS tenant files, complete initial lease-ups, annual reviews, and process income/family composition changes.
 - Provide information to owners or agents about housing program requirements and procedures, acting as a liaison between tenants and landlords.
 - Perform Housing Quality Standard (HQS) inspections and lead-based paint assessments.
 - Assist with property management.
 - Perform other related duties as assigned.

What You'll Bring:

To thrive in this role, you'll need a blend of education, experience, and key skills:

- **Education:** A Bachelor's Degree in social work, psychology, education, business, or a related field.
- **Experience:** At least two years of experience in case management, counseling, property management, or social work is desired.
- **Skills & Abilities:**
 - Excellent verbal and written communication skills.
 - The ability to acquire certification as an HCV Practitioner/Specialist in HQS, Occupancy, Eligibility, Income and Rent Calculation, or PH Management Certification (where applicable), and FSS Certification within your first year of hire.
 - Proficiency in using personal computers and software, including word processing and financial programs.
 - Knowledge of housing principles and practices, fair housing laws, and federal housing programs.
 - Some knowledge of rental housing management practices and principles.
 - The ability to prepare simple reports and communicate effectively, both orally and in writing.
 - A strong ability to establish and maintain effective working relationships with tenants, owners/agents, other agencies, and the public.

ECIA is committed to promoting and supporting a diverse workplace. We are proud to be an equal opportunity employer. Women, minorities, and qualified persons with disabilities are encouraged to apply. Starting salary range: \$ 58,500 - \$65,186 plus benefits including vacation, sick, medical, dental, vision, short term disability and IPERS retirement. Send cover letter and resume to hmcpherson@ecia.org. This position will remain open until filled.
