



Position Title:	FSS Coordinator
Last Reviewed:	September 2025
Department:	Rental Housing Program
Position Status:	Full-time
FLSA Classification:	Non-Exempt
Reports To:	Occupancy & Voucher Programs Compliance Manager

Position Statement

This position is responsible for participating voucher households providing mentoring and support through goal setting and coaching to overcome barriers to sustained tenancy and financial self-sufficiency.

Essential Responsibilities

- Attend meetings, seminars, and training as required.
- Use an established protocol of processes, reporting, and record keeping.
- Maintain knowledge of the policies and guidelines for the Family Self Sufficiency Program (FSS).
- Responsible for initial contact with households interested in enrolling or newly enrolled in both programs.
- Coordinate with participants to connect them to resources within Berkshire County to help them achieve their employment and education goals and to guide them to successful tenancy stabilization and/or graduation from the FSS Program.
- Implementation of a comprehensive household self-sufficiency plan.
- Maintain and keep accurate electronic records and reporting in accordance with agency and funder requirements.
- Ensure confidentiality of records and maintain electronic databases with pertinent information on current and potential customers.
- Provide information to customers on all internal and external programs and make appropriate referrals when required.
- Process FSS escrow monthly using established protocol.
- Enter current changes in both the EOHLC & FSS Data Tools, for escrow and contract changes.
- Provide management with needed data for required reporting.
- Develop self-sufficiency plans and perform enrollment, monthly check ins, graduations, extensions, and terminations for FSS participants.
- Working knowledge of the Family Self Sufficiency Programs (FSS) including Yardi software operations and troubleshooting.
- Coordinate, organize, and participate in the quarterly PCC meetings per HUD requirements, keeping minutes, preparing agendas, gathering, and disseminating information to participants, handling correspondence with PSS members and scheduling.
- Assess to determine the barriers related to attaining employment, education, and/or homeownership goals including but not limited to adult education, legal issues, health, life

skills, mental health, substance abuse, family relations, mobility, community involvement, safety, prevention skills, and transportation.

- Develop partnerships and collaborations with internal and external service providers to ensure customer receives comprehensive services.
- Act as a liaison to funders, partner agencies, landlords, vendors, and advocates to ensure transparency, professional, efficient, and positive messaging.
- Track all participants monthly (at a minimum) for FSS, to ensure participants are working toward their goals and successfully navigating through their service plan.

Required Skills or Abilities

- Ability to work with diverse populations, the homeless and low-income families.
- Excellent time management, organizational, and communication skills.
- Proficient with technology-ability to navigate Microsoft Word, Excel, and Outlook.
- Bi-lingual in English and Spanish preferred.

Education and Experience

- High school/vocational diploma, GED Equivalent
- Associate degree preferred
- Previous Social Services or Case Management experience

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Use of office equipment (phone, fax machine, copy machine, postage machine).
- Must have the ability to walk short distances.

Hearthway, Inc. Commitment to Equity

Diversity and a culture of inclusion are critical to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Hearthway, Inc. is an at-will employer.

Name: _____

Signature: _____

Date: _____