

FSS Outreach Specialist

Oshkosh / Winnebago County Housing Authority

Term: Limited-Term 48 week position (1800 hour) July 28, 2021

Start: August 2021

Hours: 37.5 per week. Flexible schedule with hours Monday through Friday between 7:00 A.M. and 7:00 P.M.

Location: Based in Oshkosh with satellite office in Menasha. Position serves residents in Winnebago County. Some weekly travel may be required.

Nature of work:

Provide direct support to FSS Coordinator with special attention to marketing FSS Program to HCV participants and Public Housing tenants in Winnebago County.

Examples of work may include:

- Scheduling and facilitating meetings with families that may include in-person meetings, telephone and/or video meetings, meetings in resident homes and in an office setting, and meetings at community partner sites.
- Outreaching and recruiting of potential FSS participants with the goal of 15 families enrolled by limited term end date.
- Updating FSS forms.
- Creating FSS letter templates.
- Developing action plans for enrollment in FSS Program.
- Engaging families in goal planning and strategies to support completion of FSS Program.
- Providing budget development and following through guidance to families.
- Guiding residents through the required steps for completion of FSS Program application.
- Maintaining detailed and organized records.
- Calculating income numbers and account balance updates.

This nature of work and examples provided are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position. This position description does not reflect an employment contract or guarantee.

Skills and Qualifications:

The ideal candidate for this position will possess the following skills, education and experience:

- **Education:** Preferred Bachelor Degree. Minimum requirement of High School Degree or equivalent. Additional applicable certifications, trainings and credentials will be considered
- **Coaching:** Ability to engage residents with respect, patience and empathy while developing accountability and change.
- **Technology:** working knowledge of Microsoft Office; ability to learn and utilize tenant management software; ability to use copy/fax machine; skilled at typing, email, and digital file management.
- **Professional Office Experience:** Experience working in a professional office setting including administrative support duties; Strong attention to detail; Ability to manage and prioritize multiple job functions.
- **Customer Service:** Experience in customer service delivery, including ability to respectfully interact with a diverse clientele; Experience helping individuals through transition, with achieving growth, and with navigating complex systems; Possesses knowledge of populations served by agency.
- **Core Commitments:** Commitment to maintain strict adherence to confidentiality. Committed to supporting Fair Housing Law and working free of discrimination with a diversity of populations.
- **Transportation:** Valid Driver's License. Access to a personal vehicle with insurance.
- **Physical Work Conditions:** Ability to demonstrate in-home cleaning and home upkeep tasks, requiring bending, sitting, arm movement, standing for intervals of 90 or more minutes, use of stairs at rental units, and other related functions. Ability to perform typing and filing functions; Ability to exert up to 50 pounds of force occasionally; Ability to work in office setting that involves sitting 50% or more of the time; Ability to conduct unit and property inspections.
- **Communication:** Ability to draft letters in proper format and with correct punctuation, spelling and grammar; Ability to answer inquiries from residents, participants and the public; Ability to professionally converse with disgruntled residents, participants and the public; Ability to explain procedures, work functions, program requirements, and other standard agency information.
- **Work Experience:** The following work experiences may be helpful for successful transition into the Housing Specialist role: Professional experience in case management, self-sufficiency support, or related direct service delivery roles; Experience working with adults and families; Experience working with lower-income populations and affordable housing programs.
- Residents of affordable housing programs are encouraged to apply.

Prospective employee will undergo and must successfully pass, prior to employment, a criminal background check, a review of driving record, and a review of professional references.

Compensation:

The FSS Outreach Specialist position pay range is \$17.50 - \$22.50 per hour based upon qualifications. No benefits are available for this limited term position.

Apply through one of these methods:

- Submit Resume (two page maximum) and Cover Letter (one page maximum) to:

OSHKOSH HOUSING AUTHORITY
FSS OUTREACH SPECIALIST
PO BOX 397
OSHKOSH, WI 54903-0397

- Drop off at 600 Merritt Avenue, Oshkosh, WI using the 24 drop box. Enter first door set at southwest entrance.
- Emailed to: kal@ohawcha.org (please email as a PDF)
- Through the Housing Authority LINKEDIN job posting portal:
www.linkedin.com/company/oshkosh-winnebago-county-housing-authority

About OHAWCHA:

The Oshkosh & Winnebago County Housing Authority is an equal opportunity employer. We are committed to a workplace that embraces diversity. We do not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, status as an individual with a disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor or basis protected by appropriate law.

The Oshkosh & Winnebago County Housing Authority encourages Section 3 residents or other interested participants in affordable housing to apply for employment opportunities with our agency.

If you need assistance or an accommodation due to a disability to enable you to apply for any position with our agency, please call 920.424.1470 extension 137.

Visit the Oshkosh / Winnebago County Housing Authority website for additional information at www.ohawcha.org. #