



**BERKSHIRE  
HOUSING**  
CONNECTING PEOPLE TO HOME

**HCEC Stabilization & FSS Coordinator (SFC)  
Berkshire Housing Development Corporation**

<b>Position Title:</b>	HCEC Stabilization & FSS Coordinator
<b>Last Reviewed:</b>	January 2023
<b>Department:</b>	Financial Services
<b>Position Status:</b>	Full-time
<b>Classification:</b>	Non-exempt
<b>Reports to:</b>	Housing Resource and Stabilization Manager

**Position Statement**

The HCEC Stabilization & FSS Coordinator shall be responsible for triaging presented cases through the Housing Consumer Education Center (HCEC). This includes determining the appropriateness for financial assistance and/or other HCEC resources. The SFC will process financial assistance applications following state guidelines using an established protocol of processes, reporting and record keeping. This will require guiding them through the required documentation to complete their financial assistance request. The SFC will have a caseload of FSS and HomeBASE stabilization cases, requiring development of a household self-sufficiency plan, keeping accurate confidential files; maintaining required data; providing information to customers on all internal and external programs and resources. In addition, the SFC shall provide supervisors, and other designees with all information needed for required reports and assist said parties in the preparation of all required reports including any data entry required through program software systems. When necessary, the SFC shall assist staff or their supervisor with their respective responsibilities.

**Essential Responsibilities**

**Intake and File Processing Activities**

- Conducts initial screen of customer intakes, inform customers about available resources and related program protocol and requirements as well as other internal programs, determine eligibility by identifying household crisis information and tracking customer cases from opening to closing.
- Processes financial assistance applications to completion and final payment.
- Maintains electronic records, in accordance with agency and agency's funders' standards and requirements and works to assure confidentiality of said records.
- Ensure that all data requirements for each individual financial program are fulfilled in a timely manner and all reports are submitted within indicated time frames.

**FSS Coordinator**

- Use an established protocol for reporting, record keeping and attend trainings and meetings as required.
- Perform an initial needs-based assessment on households.
- Connect them with resources making appropriate referrals, helping them achieve employment or education goals and/or tenancy stabilization using a comprehensive self-sufficiency service plan.

- Process escrow monthly using the established protocol.
- Enter current changes in both the DHCD FSS Data Tools, for escrow and contract changes.
- Provide supervisors, and other designees with all information needed for required reports.
- Perform enrollment, monthly check ins, graduations, extensions, and terminations for FSS participants.
- Working knowledge of TenMAST software operation & troubleshooting.
- Develop partnerships and collaborations with internal and external service providers to ensure customer receives comprehensive services.
- Reports are submitted within indicated time frames.
- Keep confidential case files on each household receiving FSS & HB services.
- Recruit participants for FSS programs and meet recruitment goals.

#### **HomeBASE Housing Stabilization**

- Conduct a preliminary assessment to best determine the immediate customer concerns and/or barriers related to accessing and sustaining housing in accordance with DHCD mandates.
- Enroll & track all families receiving HomeBASE stabilization services from BHDC monthly to ensure stabilization assessments are completed and that family remains successful with their Housing Plan.
- Can perform monthly & quarterly HB check ins and ETO data entry requirements. Perform terminations when necessary. Assessment to best determine the immediate barriers related to attaining their employment, education and/or homeownership goals, including but not limited to: adult education, legal, health, life skills, mental health, substance abuse, family relations, mobility, community involvement/linkages, safety, prevention skills, and transportation.
- Ensure that subsidized households receiving HomeBASE assistance receive monthly check-ins and lease compliance checks; and non-subsidized households receive monthly checks-ins and ensure that progress reports are completed on indicators of moving towards self-sufficiency.
- Keep individual, detailed and confidential case files on each household receiving stabilization services.

#### **Required Skills or Abilities**

- Ability to work in a busy, diverse team environment
- Self-motivated and proactive, can work independently to meet deadlines and benchmarks
- Excellent time management and organizational skills
- Exceptional written and verbal communication skills
- Computer literacy – to facilitate learning new software platforms to manage work. Proficient in Microsoft Office Software (Word, Excel, and Outlook)
- Sensitive to the needs of the homeless, low income and diverse populations.

**Education**

- High School Diploma or Equivalent with lived experience
- Associates Degree preferred

**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. Duties, responsibilities, and expectations can change anytime with or without notice. This document does not extend an offer for permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: \_\_\_\_\_

Team Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_