



Housing Authority of the City of Asheville
165 South French Broad Avenue
Asheville, North Carolina 28801
828-258-1222 | haca.org

The mission of the Asheville Housing Authority is to provide safe, quality, and affordable housing, to expand available resources, and to collaborate with the community to create opportunities for resident self-reliance and economic independence.

Our core values are Compassion, Equity, Fairness Integrity, Openness, Patience, and Respect.

JOB TITLE: FAMILY SELF SUFFICIENCY COORDINATOR

WORK LOCATION: 165 S. FRENCH BROAD AVE ASHEVILLE, NC 28801

WORK HOURS: 4 10-HOUR DAYS

REPORTS TO: FSS PROGRAM MANAGER

GENERAL STATEMENT OF JOB:

The Family Self-Sufficiency (FSS) Coordinator performs administrative and program coordination work in support of Housing Choice Voucher (HCV) participants. The position assesses participant needs, connects families with community services and resources, supports the development of individualized goals, and maintains required program records and reports.

The primary objective of the position is to help participating families achieve social and economic independence through education, employment, life-skills development, and other available resources. The employee exercises considerable independent judgment and initiative and must demonstrate tact, courtesy, and professionalism in extensive contact with residents, staff, partner agencies, and the public.

This position is classified as non-exempt under the Fair Labor Standards Act (FLSA).

ESSENTIAL JOB FUNCTIONS:

- Establishes and maintains professional working relationships with staff, residents, outside organizations, community partners, and the public.
- Builds rapport with participants and works collaboratively with them to identify goals, strengths, barriers, and situational factors affecting their progress toward self-sufficiency.
- Identifies participants' socioeconomic, psychological, physical, and other service needs; meets with participants and provides referrals to appropriate programs, agencies, and community resources.
- Assists with surveys and needs assessments used to identify participant and community needs and inform program services.
- Recommends and supports the development of individualized development plans based on participant goals and assessed needs.
- Guides participants through a service continuum that may include application and assessment, life-skills development, education, job training, employment preparation, parenting support, and personal development.

FSS COORDINATOR
LAST UPDATED: JULY 14, 2026



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- Plans and coordinates services that expand employment, economic, and job-creation opportunities for low-income residents through partnerships with federal, state, and local agencies and nonprofit organizations within Buncombe County.
- Uses available HUD assistance, Housing Authority resources, and community partnerships to strengthen participants' economic security and progress toward self-sufficiency.
- Maintains complete and accurate participant records and develops or uses standardized forms, methods, and procedures for program documentation, requests, and reporting.
- Compiles program information, reports, budget-related materials, and other documentation for review, monitoring, and audit purposes, as assigned.
- Completes special projects and other related duties as assigned by supervisory personnel.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable knowledge of Housing Authority policies and applicable regulatory requirements affecting HCV participants and residents.
2. Considerable knowledge of the organization and operation of nonprofit and public-sector programs, particularly those serving public housing and assisted-housing residents.
3. Considerable knowledge of social and economic challenges affecting low-income families and available human services and community resources.
4. Skill in written communication, program documentation, budget-related work, and compiling materials for review.
5. Ability to organize work effectively, establish systematic procedures, manage multiple priorities, and maintain accurate workflows.
6. Ability to communicate effectively, both orally and in writing, and to interact tactfully and courteously with participants and other involved parties.
7. Ability to protect participants' privacy and maintain confidentiality during interviews, information gathering, recordkeeping, and file management.
8. Ability to exercise independent judgment and initiative while following established policies, procedures, and supervisory direction.
9. Ability to establish and maintain effective working relationships with employees, residents, support agencies, partner organizations, and the public.
10. Ability to use computers and standard office software, including word-processing, spreadsheet, database, electronic filing, and other Microsoft applications required for the position.

MINIMUM TRAINING AND EXPERIENCE:

Education: Associate's or bachelor's degree in human services or a related field preferred.

Experience: Three to five years of experience working with resident populations and community resource agencies. An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

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STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

Physical Requirements: Must be able to perform primarily office-based work requiring regular use of computers, telephones, copiers, printers, calculators, and related equipment. The position requires the ability to sit for extended periods; periodically stand and walk; occasionally move objects weighing up to 10 pounds; and operate a motor vehicle to travel between work sites, participant appointments, and community locations.

Communication Requirements: Requires the ability to convey and exchange information clearly in person, by telephone, and in writing; receive and follow instructions, assignments, and directions; and communicate professionally and respectfully with residents, colleagues, partner agencies, and the public.

Cognitive & Technical Requirements: Requires the ability to assess participant needs, exercise sound judgment, organize and prioritize work, interpret and apply policies and program requirements, maintain confidential information, prepare accurate records and reports, and use the standard office technology and software required to perform the work.

COMPLIANCE REQUIREMENTS:

All employees of the Housing Authority of the City of Asheville are required to carry out their duties in accordance with applicable federal, state, and local laws and regulations, including U.S. Department of Housing and Urban Development (HUD) requirements, Fair Housing and Equal Opportunity laws, and Housing Authority policies and procedures. Employees must ensure that all work activities, documentation, and communications comply with HUD program regulations, Housing Authority standards, and audit and reporting requirements.

Employees are expected to maintain confidentiality of resident and program information, uphold ethical standards in all interactions, and complete any mandatory HUD or Housing Authority training, certifications, or continuing education as assigned.

ACKNOWLEDGMENT SECTION:

I have reviewed and understand the job description for the **FSS COORDINATOR** position. I acknowledge that I am able to perform the essential functions of the job, with or without reasonable accommodation, and understand that the duties and requirements of this position may change as the needs of the Housing Authority evolve.

Employee Printed Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Printed Name: _____

Supervisor Signature: _____ **Date:** _____