



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 PROGRAM MANAGER
WORK LOCATION: 165 S. FRENCH BROAD AVE ASHEVILLE, NC 28801
WORK HOURS: FULL TIME, NON-EXEMPT
REPORTS TO: DIRECTOR OF HCVP

GENERAL STATEMENT OF JOB:

The Family Self-Sufficiency (FSS) Program Manager is responsible for the leadership, administration, development, and overall performance of the Housing Authority's Family Self-Sufficiency Program. The position ensures that the program is administered in accordance with U.S. Department of Housing and Urban Development (HUD) regulations, the HUD-approved FSS Action Plan, applicable grant requirements, and Housing Authority policies and procedures.

The FSS Program Manager supervises assigned program staff; oversees participant recruitment, enrollment, coaching, and case-management activities; coordinates supportive services and community partnerships; monitors FSS escrow activities; and evaluates program outcomes. The position also serves as the primary liaison among FSS staff, Housing Choice Voucher Program leadership, Finance, community partners, service providers, and HUD representatives.

The employee exercises considerable independent judgment and discretion in program administration, staff supervision, compliance monitoring, strategic planning, and the development of recommendations affecting program operations and service delivery.

ESSENTIAL JOB FUNCTIONS:

- Directs, manages, and oversees the day-to-day administration and long-term development of the Housing Authority's FSS Program.
- Ensures that program operations comply with 24 CFR Part 984, HUD guidance, grant requirements, the HUD-approved FSS Action Plan, and applicable Housing Authority policies and procedures.
- Maintains a thorough understanding of current HUD FSS requirements and recommends revisions to program policies, procedures, workflows, forms, and the FSS Action Plan when necessary.
- Establishes program goals, priorities, performance standards, and work plans consistent with the strategic objectives of the Housing Choice Voucher Program and the Housing Authority.

FSS PROGRAM MANAGER
LAST UPDATED: JULY 14, 2026



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- Supervises, trains, supports, and evaluates assigned FSS staff; assigns caseloads and work priorities; reviews work products and case files; and provides ongoing coaching and performance feedback.
 - Participates in the recruitment, selection, onboarding, development, and performance management of assigned staff.
 - Oversees participant outreach, recruitment, enrollment, orientation, retention, and successful completion strategies.
 - Ensures that FSS Contracts of Participation and Individual Training and Services Plans are complete, accurate, timely, and administered in accordance with HUD requirements.
 - Reviews participant progress, case documentation, extensions, exits, terminations, graduations, and other significant program actions for consistency with HUD regulations and the FSS Action Plan.
 - Provides guidance to FSS staff regarding participant assessments, goal development, supportive-service referrals, barriers to progress, and complex case-management matters.
 - Provides direct participant coaching, case-management support, or crisis intervention when necessary to support program operations or address complex participant needs.
 - Coordinates with HCV, Finance, and other appropriate staff to monitor FSS escrow accounts, resolve discrepancies, review participant eligibility for disbursements, and ensure accurate documentation and reporting.
 - Develops and maintains partnerships with employers, educational institutions, workforce-development programs, financial-literacy providers, social-service agencies, and other community organizations.
 - Organizes and facilitates the FSS Program Coordinating Committee and works with committee members to identify service gaps, secure community resources, and strengthen participant support.
 - Develops and implements outreach materials, informational sessions, workshops, and other activities designed to increase participant engagement and successful program completion.
 - Monitors program enrollment, participation, earned income, escrow activity, goal attainment, graduation rates, and other performance indicators.
 - Prepares and submits accurate and timely reports regarding program activities, outcomes, expenditures, accomplishments, and operational needs.
 - Maintains organized, complete, confidential, and audit-ready program files and ensures that staff documentation meets established quality and compliance standards.
 - Coordinates responses to HUD reviews, internal audits, monitoring activities, grant reviews, and requests for program information or corrective action.
 - Assists with the preparation, administration, and monitoring of FSS grants, program budgets, funding applications, and related expenditures.

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- Identifies opportunities for additional funding, supportive services, and strategic partnerships that strengthen or expand the FSS Program.
- Collaborates with HCV leadership and other departments to resolve operational issues, improve workflows, and ensure consistency between FSS and HCV program administration.
- Represents the Housing Authority at community meetings, trainings, conferences, regional program meetings, and other professional events related to FSS and economic self-sufficiency.
- Provides the Director of the Housing Choice Voucher Program with regular updates regarding program performance, compliance concerns, staffing needs, participant outcomes, risks, and recommended improvements.
- Completes special projects and other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Thorough knowledge of HUD regulations, guidance, and reporting requirements governing the Family Self-Sufficiency and Housing Choice Voucher Programs.
2. Knowledge of FSS Contracts of Participation, Individual Training and Services Plans, escrow requirements, program extensions, graduations, terminations, and related documentation.
3. Knowledge of the purpose, development, implementation, and amendment of an FSS Action Plan.
4. Knowledge of case-management, participant-coaching, interviewing, assessment, goal-setting, and service-coordination practices.
5. Knowledge of social and economic challenges affecting low-income families and of community resources available to address employment, education, transportation, childcare, financial-literacy, health, and other participant needs.
6. Knowledge of supervisory practices, including work assignment, staff development, performance evaluation, coaching, and corrective action.
7. Knowledge of grant administration, budgeting, expenditure monitoring, program reporting, and recordkeeping requirements.
8. Skill in developing community partnerships and coordinating services among government agencies, nonprofit organizations, educational institutions, employers, and other service providers.
9. Skill in analyzing program data, identifying trends, evaluating outcomes, and developing recommendations for program improvement.
10. Ability to interpret and apply federal regulations, HUD guidance, grant requirements, and Housing Authority policies to complex program situations.
11. Ability to exercise independent judgment and discretion regarding program operations, participant matters, staff supervision, and compliance concerns.
12. Ability to organize and prioritize multiple responsibilities, projects, deadlines, staff assignments, and program requirements.
13. Ability to communicate clearly and effectively, both orally and in writing, with participants, staff, leadership, community partners, HUD representatives, and the public.
14. Ability to prepare professional reports, correspondence, policies, procedures, presentations, grant materials, and program documentation.

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15. Ability to manage sensitive and confidential participant, employee, financial, and program information.
16. Ability to establish and maintain effective working relationships with individuals from diverse backgrounds.
17. Ability to use standard office technology, case-management systems, databases, spreadsheets, reporting tools, and Microsoft Office applications.

MINIMUM TRAINING AND EXPERIENCE:

Education: Bachelor's degree from an accredited college or university in social work, human services, public administration, business administration, public policy, social sciences, or a related field. A master's degree in a related field is preferred.

Experience: A minimum of five years of progressively responsible experience in affordable housing, human services, case management, workforce development, resident services, or program administration. Experience supervising staff or leading major programs, projects, or initiatives is strongly preferred.

An equivalent combination of education, training, and directly related experience that provides the required knowledge, skills, and abilities may be considered.

Special Requirements:

- Possession of a valid North Carolina driver's license.
- Ability to complete required HUD, FSS, HCV, or Housing Authority training and continuing education.
- Ability to travel locally and attend occasional conferences, trainings, meetings, or community events outside regular working hours.

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, 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 to participant appointments, community meetings, trainings, and other assigned locations.

Communication Requirements: Requires the ability to communicate complex program information clearly and professionally in person, by telephone, virtually, and in writing. The employee must be able to provide direction to staff, conduct meetings and presentations, communicate with participants and community partners, respond to sensitive or challenging situations, and present program information to Housing Authority leadership and external stakeholders.

Cognitive & Technical Requirements: Requires the ability to interpret and apply federal regulations and program policies; analyze program and financial information; exercise



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independent judgment; supervise and evaluate staff; manage competing priorities; resolve complex participant and operational issues; maintain confidential information; and prepare accurate reports, budgets, policies, procedures, and grant-related documentation.

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 Program Manager** 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:** _____