**Definition**

Under supervision of the Statewide Manager, employee provides case management supportive services to 70-125 families needing assistance. The AHFC Family Self-Sufficiency Program is a statewide program intended to promote self-sufficiency among participating families through provision of supportive services. Targeted families will include those who pay a high portion of income toward shelter and are on time-limited subsidized housing benefits. The new Self-Sufficiency Program is an expansion of prior programs and is a key component of AHFC Rent Reform. Supportive services will be primarily coordinated by FSS Case Managers, to include family goal-setting, provision of educational/financial incentives, and information and referrals. Case manager works directly with program participants to identify barriers to self-sufficiency and develop goals and objectives for overcoming these barriers. Employee must listen and communicate with a diverse group of individuals, demonstrating excellent tact and initiative. This is a non-exempt, non-supervisory position.

**Examples of Duties**

Review FSS program applications and enrollment documents for program eligibility. Conduct interviews in person and telephonically. Prepare necessary FSS program documents; notify participants of completed enrollment.

Interviews, advises, and guides a diverse population of clients. Determine participant’s strengths, needs, abilities; identify any barriers to employment and opportunities for increased self-sufficiency. In collaboration with program participant, case manager develops Individual Training and Services Plans. Monitors and maintains accurate electronic case files on support services offered and individual client achievements, work participation activities, and progress toward goals.

Refer program participants to other identified needed services, including but not limited to: childcare, job placement, educational facilities, or other necessary intervention services. Facilitate appropriate communication with participants. Provide information on FSS, other AHFC programs, and social services available. Coordinate with local service providers to provide support and educational opportunities for FSS and AHFC’s assisted housing program participants. As needed, follow up on referrals to ensure that adequate, appropriate services are being provided.

Manage participant and public contacts with confidentiality, diplomacy, and sensitivity. Maintain strict confidentiality on all facets of program and client records.

Represent AHFC at local meetings of social service providers to promote awareness and support of the Self Sufficiency Program; conduct outreach to stay abreast of current community program/services available. As necessary, provide program orientation/briefings to housing participants.

Carry out program responsibilities in compliance with applicable Federal, State and local laws, regulations and AHFC policies and procedures related to Fair Housing and data privacy.

Maintain FSS client database updating Case Notes, Progress Reports, and Completion/Termination actions. Prepare and submit associated documentation. Compose correspondence to clients to ensure sustained program participation.

Gather source materials and statistics for the preparation of AHFC and HUD reports, audits and management reviews. Establish, organize, and maintain program files and computer records. Retrieve information from internal and external data management systems. Perform general housing program tasks in the absence of other employees.

May be required to travel both in-state and out-of-state to participate in training and program-related meetings.

**Knowledge, Skills, and Abilities**

Knowledge of: Issues impacting low-income families, methods of effective case management, knowledge of community/social services, development of service plans and client goal-setting, analytical and statistical methods and techniques, effective communications, fiscal management, FSS program requirements, data-based computer operations; fluency in various computer functions.

Skills in: approaching problems pro-actively with a solution-focus, interpersonal relations, teamwork, eliciting accurate and complete information from individuals in one-on-one interview, and basic math calculations.

Ability to: analyze problems; develop, document, and present rational conclusions; work independently to identify issues of concern and develop strategies for addressing them; establish and maintain working relationships; communicate effectively both verbally and in writing.

**Minimum Qualifications**

High school diploma or GED, plus a minimum of three years’ experience in a social service setting.

Substitution: Related college courses in social work, psychology, or related social services field or degree may be substituted for required experience on a year for year basis.

Basic computer experience, including electronic mail, word processing, and document preparation (MS Windows and Office preferred).

Must have valid Alaska Driver’s license (or be able to obtain one within five (5) calendar days of beginning employment) and show proof of good driving record, when requested.

This is a level 14 position with an annual salary of $ 47,001.03 (26 pay periods). Excellent benefits package.

Insurance Benefits

* Health Plan – Medical, Vision, Prescription, and Dental
* Employee Assistance Program/Wellness
* Life Insurance – Basic Life and AD&D

Optional Insurance Benefits

* Group-based insurance premiums - Optional life, Long-term, and short-term disability
* Voluntary Accident, Hospital, and Critical Illness
* Flexible spending accounts for tax savings on eligible health care of dependent care expenses

Retirement Benefits

* Membership in the Public Employees Retirement System (PERS), Employee and Employer contribution
* Option to enroll in AHFC Deferred Compensation Program

Paid Leave & Other Benefits

* Personal Leave with an accrual rate increase based on time served
* Twelve paid holidays a year
* Health Club reimbursement Plan
* Education Reimbursement

All external applicants tentatively selected for this position shall be required to submit to urinalysis and breath alcohol testing to screen for illegal drug/alcohol use and complete a pre-employment physical prior to appointment.

**APPLICATIONS WILL BE ACCEPTED UNTIL THE POSITION IS FILLED**

[**https://www.ahfc.us/about-us/jobs/all-job-seekers**](https://www.ahfc.us/about-us/jobs/all-job-seekers)

***PLEASE DO NOT APPLY AT WORKPLACE ALASKA***

**AHFC May Offer Hybrid Teleworking Opportunities for Some Positions**

 AHFC provides employment opportunities to low and very-low income persons, in compliance with Section 3 of the HUD Act of 1968. Public Housing Residents are encouraged to apply.

**EQUAL OPPORTUNITY EMPLOYER**