

Housing Specialist - Rental Assistance

Dept/Div: *Housing*

FLSA Status: *Under Review*

General Definition of Work

Performs intermediate administrative work in support of the agency's assisted housing programs, and related work as apparent or assigned. Work is performed under the limited supervision of the Housing Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Provides excellent client service, which is responsive, considerate, and respects confidentiality while delivering quality public services and service experiences to clients; helps to develop and maintain effective and efficient client service practices.
- Maintains program compliance with applicable agency policy, federal and state laws.
- Conducts applicant and new participant orientation workshops or individual meetings to determine eligibility for housing assistance; provides an explanation of programs and reviews the content of various documents.
- Create, maintain and update as necessary the waiting list(s) for Rental Assistance programs administered by the Agency.
- May coordinate HQS inspections including but not limited to scheduling inspections with the participant, landlord and inspector, following up with landlords on failed items and entering passed inspections in the Agency's housing software.
- Interviews participants, conducts annual, interim and unit transfer recertifications. Assesses the need for rent calculations and process changes by verifying appropriate information, recalculates rent and notifies participants.
- May serve as Family Self Sufficiency Coordinator - authorizes contracts for self-sufficiency program, monitors participant progress, determines completion and possible pay out of funds.
- Handles and fields complaints from participants or owners and refers to other entities or issues program violations as needed.
- Makes recommendations for participant termination from the program and represents the agency in termination hearings.
- Serves as the primary Agency contact for property owners/landlords and for a caseload of participants on Federal or State Rental Assistance programs, and refers to other human service agencies/resources as needed.
- Performs monthly accounting updates to apply changes in participant rental portion; collects and posts payments from participants on a repayment agreement.
- Enters into Housing Assistance Contracts with owners and repayment/compliance agreements with participants on behalf of the agency and monitors for compliance.
- May manage special assisted housing programs - Family Unification Program, State Funded Rental Assistance program(s).

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- Maintains accurate files; records and posts actions and changes to Agency computer systems; attends various meetings.

Knowledge, Skills and Abilities

General knowledge of the principles and practices of assisted housing programs including real estate practices with regard to lease agreements; general knowledge of the laws, ordinances, rules and regulations pertaining to a public housing agency; general knowledge of business English, spelling and arithmetic; some knowledge of federal guidelines governing subsidized housing; ability to read and understand county and state policies and procedures; ability to operate standard office equipment and computers, including related hardware and software; ability to write clear and concise reports, memoranda, directives and letters; ability to analyze complex problems and develop comprehensive plans from general instructions; ability to maintain confidential information; ability to work with diverse tenants, participants and cultures; ability to establish and maintain effective working relationships with associates, federal, state and local officials.

Education and Experience

Bachelor's degree with coursework in business administration, social work, or related field and moderate experience serving diverse populations in housing program administration or property rental and leasing, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; rare exposure to blood-borne pathogens and may be required to wear specialized personal protective equipment; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

HCV Specialist certification within 6 months of hire.
Valid driver's license required upon hire.