PENINSULA HOUSING AUTHORITY
Position Description

TITLE: Housing Specialist **STATUS: Non-Exempt**

Summary
This is administrative work with responsibilities for new admission and recertification processing for families participating in the agency's rental assistance and subsidy programs. The purpose of this position is to ensure that assigned programs are operated in an efficient manner and are fully compliant with all governing rules.

Scope of Responsibility
Under the supervision of the Director of Housing, this position is responsible for the day-to-day operations associated with rental assistance programs managed by the Housing Authority. Interprets applicable state and federal regulations regarding occupancy and eligibility issues and insures compliance with Fair Housing Laws. Responsible for a caseload of participants and completely manages their caseload, from eligibility and scheduling appointments to authorizing housing assistance payments.

Essential Job Functions **(May vary by position)**
1. Effectively Manage Assigned Rental Assistance Programs
    - Maintain compliance with all funding and agency requirements.
    - Perform administrative work involving applicant and client interviewing, selection, leasing and case management.
    - Interview housing applicants and verify all documentation provided for eligibility criteria. Make the final determination as to eligibility for rental assistance programs in accordance with applicable established program regulations and policies.
    - Input data into the Authority's database program(s).
    - Prepare contracts and vouchers for new participants and for active participants who have moved.
    - Conduct income certifications, recertifications, rent adjustments, eligibility determinations, suitability determinations, and reasonable accommodations in accordance with program guidelines. Calculate client's rental portion and housing assistance using the proper allowances.
    - Keep legible records on each individual client. Document and report all issues to supervisor.
    - Refer clients, as appropriate, to social services such as health, welfare, and education programs for improving family and community standards. Manage suspected fraud cases or program violations. If assistance is needed, consult with supervisor.
    - Develop case management plans for participants of various programs where appropriate. Assist participants with developing attainable goals within the context of program guidelines. Monitor participant progress and make recommendations for case plan revisions as needed.

- Terminate assistance in accordance with program guidelines and participate as the presenter at informal hearings involving households who are not in compliance with regulations and have been terminated from the rental assistance program. Gather and present evidence at the hearing to uphold Authority termination.
- Review information for program participants transferring in from other housing authorities and comply with established HUD guidelines for portability.
- Prepare rent comparability and market information studies, assist in housing inventory studies.
- File, retain or destroy all expired/inactive files in accordance with records retention policy.
- Prepare reports to the supervisor on status of applications, leases, applicant interviews, annual reexaminations, and special programs.
- Prepare appropriate forms for the Accounting Department to release housing assistance payments to landlords.
- Prepare correspondence to landlords/tenants.
- Assist in researching, developing, maintaining and revising department forms, procedures, and control systems as needed.
- Attend training, read appropriate publications, and confer with others in this field to stay knowledgeable of the changing federal regulations and policies.
- Provide back-up coverage for the Housing Inspector, conducting move-in, annual, re-inspections and special inspections, determining compliance with established guidelines. Advise landlords and participants as to the "fail" items and of the time frame for making necessary corrections. Work with landlords and participants in resolving any outstanding issues.

2. Collaboration
   - Attend regular meetings to discuss new approaches to better serve our clients and review new and current policies and procedures.
   - Establish and maintain good rapport with public, family clientele and landlords; promulgate and maintain Authority policies, rules, and regulations.
   - Coordinate activities and exchange information with other departments, including Administration, Accounting, Asset Management, and Development.

3. Teamwork
   - Attend training sessions that pertain to Housing as required to meet the ever-changing needs of the job requirements.
   - Work closely and professionally with other public agencies and organizations that may be available for the betterment of our communities.

4. Performs other essential duties and tasks as assigned

Qualifications

Requires knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by examples in the above job description. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Government run rental subsidy programs, including Section 8 Housing Choice Voucher, Tenant-Based Rental Assistance, Family Self-Sufficiency, Shelter Plus Care, HUD Supportive Housing Program
- General office principles and practices
- Software applications relative to the position assignment
- Proper English grammar, usage and spelling
- Word processing and spreadsheet applications
- Basic mathematics
- Keyboarding skills (speed required may vary according to position assignment)
- Communications skills (oral and written)
- Interpersonal and human relations skills
- Organization skills
- Problem-solving skills
- Effective customer service skills and techniques – in person and via telephone (discretion, patience, etiquette, professionalism)
- 10-key machine by touch
- Operation of a variety of office equipment, such as fax machine and copier
- Specialized terminology relevant to position assignment
- How to conduct research for specific work assignments
- Pertinent Federal, State and local laws, codes and regulations

Ability to:

- Demonstrate the proficient use of a typewriter, computer keyboard, and ten key, and ability to operate personal computer and related software. Proficient in Microsoft Word and Excel, or ability to become proficient within probationary period. Requires a familiarity with filing systems and standard business machines such as copiers, postage meters, typewriters, telephone systems and computer equipment
- Work with a high degree of accuracy and attention to detail
- Learn, follow and apply complex regulations and procedures
- Ability to deal with the public and other employees with courtesy, tact and good judgment. Ability to write clearly and legibly
- Ability to add, subtract, multiply, divide and compute percentages
- Meet attendance standards necessary for successful job performance
- Be bonded
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

Education and Experience Required

High School diploma or GED.

AA degree or equivalent or two years related experience in social services, housing subsidy programs or related administrative areas.

Applicants holding professional certifications in Housing Choice Voucher Eligibility, Occupancy, Rent Calculation and/or Housing Quality Standards may be given additional consideration.

Working Conditions

Work is conducted in a non-smoking standard office setting. Work environment is both formal and informal, team and autonomy-oriented, having variable tasks, pace and pressure. Primary functions require both:

1. Sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, moving about inside the office, maintaining a stationary position, positioning self to operate office equipment including knobs and dials; moving objects weighing up to 20 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 yards. OCCASIONAL positioning self to move beneath desk areas and near floors, and to place or retrieve objects above and at average shoulder height, moderate positioning to manipulate reference books and manuals; moving objects weighing up to 50 lbs. from below average waist height to above average shoulder height and transporting distances up to 50 feet. Must be able to perceive computer screens and printed documents and operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.

Duties may include occasional back-up for the Housing Inspector. On these occasions, working conditions may vary as follows:

Sufficient physical ability to work in a community setting. Considerable travel by auto throughout the local area. Ability to walk through housing units to perform visual inspections and conduct business. From time to time, this position will be required to perform manual tasks. Activities require the individual to bend (90 degrees), stoop, crouch, climb, twist (to 180 degrees), turn, and work above-the-head on a recurring, repetitive, and often continuous basis in the course of performing job duties. The individual must also be capable of accessing and working in confined spaces such as crawl spaces and/or attics, climb stairs and ladders and work at heights sometimes exceeding twenty (20) feet.

Additional Requirements

Possession and retention of a valid Washington state driver's license. Pre-employment tests and examinations, including, but not limited to physical examination regarding bona fide occupational qualifications, drug testing, extensive background checks and other related components which are based on the specific demands of the position. Successful completion of

all exams, tests, and background checks is a condition of employment. Responsible to apply extensive, in-depth knowledge of public sector operations methods in accordance with applicable provisions of the Revised Code of Washington.

Employees hired on or after June 1, 2011 must not use tobacco products on the job, including but not limited to smoking cigarettes and/or chewing tobacco.

The Authority complies with all laws and regulations relating to employment, including the Americans with Disabilities Act and the Washington Law Against Discrimination. The Authority does not discriminate on the basis of handicapped status in the admission or access to its federally assisted programs or activities. The Authority reserves the right to revise or adjust job descriptions, job assignments and job duties at any time. Nothing in this document should be interpreted as a contract with or any other obligation of the Authority.

By the employee's signature below, the employee acknowledges that they have read this job description and understand their duties and responsibilities.

_____ _____

Signature Date