



JOB DESCRIPTION

JOB TITLE: HCV – Housing Specialist DIVISION: Administrative
FLSA STATUS: Non-Exempt DEPARTMENT: Housing Choice Voucher
REPORTS TO: HCV Director/ HCV Deputy Director

POSITION OVERVIEW: The Housing Choice Voucher Housing Specialist performs his/her duties and responsibilities under the direction of the Director and or Manager of the Housing Choice Voucher (HCV) program. He/She are assigned a caseload and work with considerable independence in processing necessary forms. The essential functions are: determines eligibility for continued program participation under the Housing Choice Voucher Program; provides information and material to participants regarding their eligibility status and the necessary procedures to be followed; and performs clerical and administrative related duties. Incumbents receive limited supervision from the HCV Director and or the HCV Manager

Distinguishing Characteristics: Incumbent has previous work experience in case management and technical duties related to implementation of governmental rental subsidy programs. Incumbent has the independent responsibility in performing counseling and social service assistance for clients and the higher responsibility to manage a larger or “special” caseload.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs duties and responsibilities commensurate with assigned functional area which may include any combination of the following tasks:

PERFORMANCE AREA #1

Determines initial and continued eligibility for potential housing program participation under the Housing Choice Voucher Program and processes documentation to substantiate eligibility using a telephone, computer, facsimile machine, printer, copier and various forms and documents, following U.S. Department of Housing and Urban Development (HUD) guidelines in order to provide low-income families and individuals affordable housing of their choice.

- Compiles and maintains applicant files consisting of initial applications and supplemental data accumulated through verification procedures.
- Interviews applicants, collects required data, and completes applications for continuing eligibility housing assistance.
- Verifies information received from applicants such as income, assets, and allowances, to include social services, welfare (TANF/SNAP), child care and medical expenses in order to determine continued eligibility for housing assistance or to make interim adjustments due to changes in financial circumstances of participants.

- Obtains criminal background from participants and applicants to ensure housing assistance is not provided to certain criminal offenders.
- Investigates reported changes in income, expenses, and participant status to determine if fraudulent information has been reported resulting in deficient participant rent portions and Housing Assistance Payment (HAP).
- Calculates and/or prorates applicant's net income, rent, and utility allowances concurrent with the applicant's acceptance of housing.
- Identifies errors in rent calculations and initiates measures to collect rent overpayments from participants.
- Computes subsidy payments and/or total tenant payments (TTP) in accordance to established HUD formulas from income data obtained in interviews and investigations.
- Generates contracts, interim changes, re-certifications, form letters, and other client information and/or correspondence.
- Enters client data into the computer software program to document changes in participant status.
- Assists in the compilation and reporting of data for HUD and other reports. Researches and interprets HUD regulations.
- Explains policies, procedures and disseminates other rental assistance information to landlords, tenants, and applicants.

PERFORMANCE AREA #2

Provides information and material to participants regarding their waiting list status, eligibility status and the necessary procedures to be followed using a computer, fax, various forms, telephone, copier, fax, following Housing Choice Voucher program rules and procedures in order to provide or deny low-income families and individuals affordable housing.

- Maintains the waiting list.
- Determines eligibility when applicant reaches the top of the Housing Choice Voucher waiting list.
- Creates, distributes and tracks portability documentation to/from other Housing Authorities.
- Distributes informational packages to applicants (if applicable).
- Explains the family's requirements of the Housing Choice Voucher program to applicants.
- Provides applicants with the landlord packet of information (if applicable).

PERFORMANCE AREA #3

Organizes and conducts family briefings for all certified program applicants in the Housing Choice Voucher Program using various forms and documents, following departmental guidelines, and HUD regulations and guidelines in order to interpret and explain rules, regulations, policies, and procedures to applicants and to assist in their search for affordable housing.

- Schedules eligible applicants for the Program briefing session.
- Schedule and Conduct recertification appointments and interviews. (includes letter generation/ mail out)
- Distributes packages of information to certified participants relative to the Housing Choice Voucher program.
- Issues voucher authorizing clients to rent housing based on Housing Subsidy Standards.

- Counsels applicants regarding the size unit, utility allowances, and rent amount allowable under HUD guidelines.
- Reviews the Housing Choice Voucher Program to new applicants and answers questions in the group or individual setting.
- Provides applicants with a landlord packet and a list of apartment and housing listing within the County.

PERFORMANCE AREA #4

Performs clerical and administrative related duties using the computer, calculator, copier, telephone, fax, and printer. Follows the U. S. Department of Housing and Urban Development (HUD) and Palm Beach County Housing Authority guidelines, policies, and procedures in order to ensure the overall objectives of the department and agency are met.

- Prepares new files for HCV participants relocating from one unit to another unit.
- As requested, assist in the preparation and analysis of the SEMAP, RIM Review responses, and corrective action plans.
- Refers program participants to services offered by other community-based organizations.
- Coordinates with landlords and participants to facilitate occupancy and resolve landlord tenant issues.
- Covers front desk in the absence of the front desk attendant.
- Purges participant files to maintain current data and import/convert data for merge files
- Process and document participant files concerning possible terminations from the HCV program.
- Attend and participate in informal hearings.
- Consults with other housing districts regarding billing and case progress of portables residing in and out of the Palm Beach County housing jurisdiction.
- Consults with landlords regarding repeated violations of the dwelling lease agreement and Housing Choice Voucher program.
- Communicates with housing inspectors to request inspections of rental units.
- Performs rent reasonableness studies to determine if housing unit rent is comparable to others in the same area or neighborhood.
- Perform Quality Control Functions (if applicable).
- Determine and process income summaries for repayment agreements.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.

- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of the team above own interest; supports everyone’s efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meeting and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keep commitments; commits to long hours of work if and when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offer help when needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of case management techniques to include maintaining separate, detailed records for each program recipient as needed to provide individualized consultation and assistance to program recipients.
- Knowledge of community resources available to low-income families, elderly individuals, and persons having disabilities as needed to refer program participants to services performed by other community-based organizations.
- Knowledge of Housing and Urban Development Housing Choice Voucher Program regulations and procedures to include program eligibility requirements and assistance calculations as needed to provide housing assistance.
- Knowledge of Housing and Urban Development Housing Quality Standards to include differentiating between standard and substandard housing units as needed to assist housing applicants in locating housing units.
- Knowledge of local rental market areas and rates as needed to perform rent reasonable studies and suggest housing areas to program applicants and recipients.
- Knowledge of the principles and procedures of financial records keeping and reporting as needed to maintain and balance program recipient assistance amounts.
- Knowledge of rental lease agreements, rent collection procedures, and eviction processes as needed to provide consultation to participating landlords.

- Skill in interviewing and counseling to include how to establish a rapport with clients, maintaining control of the situation, asking probing questions, analyzing the information provided and motivating clients as needed to investigate and verify information given by program recipients.
- Skill in oral communication to include the use of proficient English grammar, clarity, explaining complex concepts on the level of the listener, listening as needed to explain housing assistance procedures or request needed information.
- Skill in reading at a level to comprehend HUD rules and regulations regarding the Housing Choice Voucher program and other forms and documents.
- Skill in writing to include the use of proficient English grammar, spelling, punctuation and sentence structure and logical ordering of ideas as needed to compose documents and reports and to effectively communicate with others.
- Skill at using a calculator or adding machine to including adding, multiplying, subtracting and dividing by touch key as needed to calculate allowances in accordance with federal regulations.
- Ability to adjust actions and strategies depending on the situations as needed to re-think and/or revise a course of action, apply new solutions to problems, adjust style to fit the situation, and adapt to changes in policies and procedures.
- Ability to counsel program participants to include providing support and guidance as needed to meet their goals of the Housing Choice Voucher Program.
- Ability to detect inconsistencies in facts and information as needed to perform verifications of information reported by program participants and landlords.
- Ability to detect physical or verbal responses that suggest deception as needed to gather relevant information during an interview session.
- Ability to interact effectively with a variety of individuals and groups from varying educational, ethnic, and socio-economic backgrounds to include being sensitive to the feelings, needs and points of view of others and recognizing opportunities to improve customer relations as needed to provide and gather information, gain the cooperation of others, and accomplish work objectives.
- Ability to interpret and explain affordable housing assistance program laws, rules, and regulations as needed to provide information to program applicants, participants, and landlords.
- Ability to maintain confidentiality of information of a sensitive or confidential nature to include income status and police record as needed to ensure that the duties and obligation are met regarding program participation.
- Ability to maintain program records and files as needed to ensure participant information is filed in a clear, concise, and accurate manner.
- Ability to mediate disputes and achieve resolutions to complex relationship problems and resolve questions concerning tenant/landlord obligations.
- Ability to use an office computer to include keyboard layout, function keys, how to access and use business software as needed to create, save, retrieve, information, records and report housing assistance information.
- Ability to operate various office machines, such as telephone, facsimile machine, calculator, and typewriter as needed to communicate with clients, supervisor, other agencies, and to maintain records.
- Ability to perform simple mathematical calculations with accuracy as needed to calculate and/or prorate applicant net income, rent, and utility allowances.
- Ability to provide direction, consultation and coordination as needed to ensure the compliance of federal and state housing assistance laws, rules, and regulations.

- Ability to recognize when information has been misunderstood as needed to identify the misunderstood information and provide clarity.
- Ability to work independently to include weighing the consequences of actions of decisions, responding to emergencies, scheduling and prioritizing work, motivating oneself, managing time effectively, prioritizing tasks and determining when tasks require the intervention of others as needed to manage several housing assistance cases simultaneously and to meet deadlines.

EDUCATION / FORMAL TRAINING / EXPERIENCE

- Associate’s degree in General Studies to include the direction of Business Administration, Public Administration, Social Science, or a closely related field.
- Two years of experience implementing HUD Section 8 Housing Choice Voucher Program or similar housing assistance or community development programs or an equivalent combination of experience or education.
- Housing Choice Voucher experience preferred.

PHYSICAL DEMANDS:

- Must be able to lift, carry, and push articles weighing up to 25 pounds.
- Must be able to climb two or more flights of stairs.
- Must be physically able to stand, walk, sit, speak, hear and see to perform the duties of this position.

SPECIAL REQUIREMENTS

Must have an insurable driving record for the last three (3) years, and maintain such valid driver’s license and insurable driving record while employed by the Palm Beach County Housing Authority. Applicant must be bondable and insurable by the insurance carrier of the Palm Beach County Housing Authority.

I received a copy of my job description and certify that I understand the duties I am requested to perform. Should I have any questions regarding my responsibilities I will request clarification from my supervisor.

PRINT NAME: _____

SIGNATURE: _____ DATE: _____