

HOUSING AUTHORITY OF THE COUNTY OF CLALLAM

Job Description

**TITLE: Housing Specialist/FSS Case Manager
Non-Exempt**

**SALARY RANGE:
\$15.18 to \$18.42 per hour**

This position is part-time (25 hours per week) in the Housing Authority's Port Townsend office.

This is a Union position subject to the rules, obligations and benefits under the Collective Bargaining Agreement with Teamsters Local No. 589.

Position open until filled.

Submit application documents to:

Debbi Tesch
Housing Subsidy Coordinator
HACC
2603 S. Francis Street
Port Angeles, WA 98362

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

Responsible for the day-to-day operations associated with rental subsidy 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.

Typical Duties (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 income and asset verification. 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.
- Conduct move-in, annual, re-inspections and special inspections, determining compliance with Housing Quality Standards according to 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.
- Keep legible records on each individual client. Document and report all issues to supervisor.
- Refer clients 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 Housing Subsidy Coordinator.
- Develop case management plans for participants of various programs. 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 HUD regulations and have been terminated from the rental assistance program. Gather and present evidence at the hearing to uphold HACC 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 Housing Subsidy Coordinator on status of applications, leases, applicant interviews, annual reexaminations, and special programs.
- Prepare appropriate forms for the Finance 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.

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 Finance, Asset Management, Maintenance, Development, and Resident Services.

3. Teamwork

- Attend Tenants Association and Resident Advisory Board meetings as needed.
- 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 (2) years related experience in social services, housing subsidy programs or related administrative areas.

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 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 20-35 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 to operate office equipment. Must be able to discern speech and sound in the audio range typical of a busy office environment.

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, psychological evaluation, extensive background checks, investigative consumer report 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.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.
