POSITION DESCRIPTION

**TITLE:** Housing Specialist - Case Management

**CLASSIFICATION:** 5504 – Human Services Technician II – A09

**REPORTS TO:** Director of Housing

**SUPERVISES:** None

**PUBLIC CONTACT:** Housing clients, landlords, employers, lending institutions, social service agencies, city and county officials and the public.

**DECISION LEVEL:** Within guidelines of the Director of Housing

**JOB DESCRIPTION**

Performs moderately complex clerical and case management services. Work involves interviewing prospective tenants to start the application process, assembling, organizing, and reviewing data and information and explaining the different program requirements. Work involves following the third-party verification hierarchy, checking documents for accuracy, handling and transporting documents, and clerical work needed to maintain files, data entry and preparing final paperwork. Duties may occasionally require evening or weekend assignments. Daytime travel to outreach duty stations may be required. Works under general supervision with moderate latitude for the use of initiative and independent judgement.

**DUTIES AND RESPONSIBILITIES**

* Conducts initial interviews, taking applications as assigned, conducts annual recertification interviews, and provides required counseling for clients.
* Performs data entry and retrieval needed in taking applications and answering client questions.
* Maintains and verifies progress of applications from eligibility determination through initial move-in to end of participation.
* May maintain voucher class schedule, provide notification of class dates and times to prospective tenants, prepare voucher for issuance to prospective tenants, assembling the appropriate paperwork, and conduct voucher briefings.
* Performs 3rd party hierarchy verification process in verifying the following, which includes but is not limited to income, assets, deductions, and family composition.
* Review details on required verification forms for accuracy and completeness to determine client program eligibility in compliance with regulations.
* May send and/or prepare appropriate correspondence to notify prospective tenants of their eligibility, ineligibility, extension of voucher and any other necessary correspondence.
* Assist eligible applicants in locating housing.
* Assign start dates for new tenants entering the program.
* Computes benefits and determines length of certification period.
* Produce leases and contracts, completing all required attachments, assuring the appropriate number of copies for each client file. Gather tenant and landlord signatures on legal documents.
* Modifies records as needed for interim recertifications and annual recertifications.
* Conducts review of unstable or zero income files at 30-60-90-day intervals to determine eligibility for continued assistance.
* Assembles, organizes, and tabulates data; performs arithmetic computations of rents for regulatory compliance on preliminary set up; annual renewals, and interim recertifications.
* Maintains and reviews case files and records.
* Sends appropriate correspondence to notify applicants, tenant, and landlords of any issues.
* Review and follow-up client requests to relocate with continued assistance, including scheduling appointments. Maintains and reviews change of unit files until required paperwork is completed.
* Enter appropriate data into the computer system according to programmatic actions(s) taken.
* Makes any needed corrections to client files.
* Processes files for termination and end of participation.
* Provides quality customer service.
* Explains Section 8 program and other available programs offered and their requirements to social service agencies, clients, and the public.
* Describes other services available to clients and makes referrals as needed.
* Attends staff meetings.
* May aid in answering phone calls, routing incoming calls, taking messages, greeting visitors, and directing them to the appropriate staff, may retrieve, open, stamp, sort, and route mail.
* May operate a department vehicle performing work related duties.
* Performs other work assigned by the Director.

###### GENERAL QUALIFICATION GUIDELINES

Experience and Education

* Three years’ experience in clerical work.
* Two years’ experience in Section 8, public or government assisted housing programs is preferred.
* Experience in social work is preferred.
* Graduation from a standard senior high school or equivalent is required.
* Higher education hours or a degree are preferred.
* Education may be substituted for experience.

Knowledge, Skills, and Abilities

* Knowledge of business and program terminology, office practices and procedures, spelling, punctuation, grammar, and arithmetic.
* Working knowledge of Windows Operating Systems, and/or related business software such as Microsoft Office and knowledge of file management, e-mail, and Internet.
* Proven employment record and ability to work effectively with a diverse population.
* Skill in using a calculator, personal computer, word processing, and in the use of automated equipment and business software; in using a copier, facsimile and folding or labeling machines.
* Ability to make basic mathematical computations and tabulations; to maintain clerical records and prepare reports; to compose letters and memoranda; and to operate automated equipment; and to type and enter data accurately and at a speed consistent with work requirements.
* Knowledge of HUD regulations and the Section 8 program.
* Knowledgeable in resources available through community agencies.

# **Language Skills**

Ability to read, analyze, interpret, and follow regulatory information, manuals and journals. Ability to respond to common inquiries or complaints from customers, or members of the business community. Ability to effectively present information to management, public groups, and customers in a clear, concise, and convincing manner.

**Reasoning Skills**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.

# **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee’s work is performed both indoors and outdoors, and involves visits to housing units, residents’ homes and outside agencies.

Registration, Certification, or Licensure

* Must have a current Texas Driver’s License.
* Must maintain a driving record which will meet insurability requirements for automobile insurance.
* Must disclose if you hold secondary employment.
* May be required to submit to periodic drug testing.
* Must pass criminal background check.
* Must not have been involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance.