

FERNDALE HOUSING COMMISSION

JOB DESCRIPTION

HOUSING SPECIALIST (HCV/SECTION 8)

The Housing Specialist coordinates all aspects of an assigned case load involving clerical, administrative and client support. Independently coordinates a case load of recertifications, continuous interim modifications, changes in landlord/management, issuing vouchers and processing tenant moves and related work to maintain accurate and compliant case files and maximize program utilization.

ESSENTIAL JOB DUTIES

Essential job duties include but are not limited to the following, and may be performed with or without reasonable accommodation:

1. Fields calls, emails, and other contacts from current or potential program participants. Responds to requests, provides information, explains processes and procedures, and refers unique situation to the HCV Program Manager as needed.
2. Assembles recertification packets, prepares notifications and mailings to participants and landlords. Explains paperwork and program requirements, interviews program participants, and obtains required documentation and forms.
3. Schedules physical inspections of rental properties. Follows-up on failed items, ensures remediation, and implements abatements in instances of noncompliance.
4. Reviews all case files, forms, documentation and paperwork. Obtains requisite verifications, working methodically through established protocol for various levels of verification. Completes rent-reasonableness tests, calculates rent and utility allowances, applies exemptions, and processes other components of the recertification. Sends notices, enters data, and ensures a fully complete and accurate 50058.
5. Enters completed re-certifications or interim changes into the specialized system and closes out physical files ensuring all necessary documentation is included in accordance with agency policy and audit requirements.
6. Receives and processes requests from landlords to change rents, or complete other management changes in ownership or otherwise.
7. Enforces program policy for both program participants and landlords.

Resolves routine matters independently, consults with HCV Program Manager on more serious violations or pre-terminations, and initiates voucher terminations for failure to comply with program requirements. Initiates HAP contract terminations and HAP abatements. Processes moves for tenants on their caseload.

8. Prepares hearing packets. Assembles evidence used in making determinations, ensures due process and proper noticing for participants, arranges for witnesses as needed, presents information, answers questions, and completes follow up work as needed.

9. Prepares caseload status reports and coordinates workload with HCV Program Manager. Identifies opportunities to streamline process, improve efficiency, and ensure top quality customer service.

10. Checks files for both HCV and Public Housing as needed to ensure overall program quality control and compliance.

11. On a rotational basis, provides front counter assistance and acts as receptionist for the office, greeting, screening, and directing visitors and callers for other staff (on an as needed basis).

12. Assists with general office duties as assigned.

13. Ensures confidential and sensitive information is handled according to federal regulations and agency policy.

14. Compiles and prepares reports and information as requested.

15. Performs other duties as needed.

REQUIRED COMPETENCIES

The following competencies are required in order to successfully perform essential job duties. This list is not intended to be all-inclusive.

1. Technical Expertise: thorough knowledge of FHC policies and procedures on the HCV program overall, and especially regarding recertification.

2. Initiative: confidence in identifying what needs to be done, and variations or potential issues; and proactively acting on needs without direction; and acting as needed to independently accomplish tasks and assignments.

3. Sound Judgment: ability to interpret and apply policies in a manner

consistent with agency mission and philosophy, and seek assistance or guidance when appropriate.

4. Discretion: ability to handle extremely sensitive and confidential information and maintain professionalism in difficult situations.

5. Emotional Intelligence: skill in handling interactions with customers, other staff members, program participants, the public and others with tact, diplomacy, compassion and professionalism; even challenging and sometimes confrontational customer interactions.

6. Strong Team Member: ability to work constructively with other team members, even those who may have different personalities and approaches to work, seeking the best in others and being open to seeing things from another's point of view; assuming the best in one another's intentions; readily pitching in to ensure organizational goals are met.

7. Independent problem solving: self-motivation to proactively seek out solutions, research alternatives, and prepare suggestions.

8. Organizational aptitude: ability to organize and maintain complex files, paper and electronic, track information and data, prepare accurate financial and operational reports, and complete related administrative tasks.

MINIMUM QUALIFICATIONS

The following qualifications or an equivalent combination are required for the position.

1. Associate degree or the equivalent; additional education or Bachelor's degree is preferred.

2. Three or more years of related experience is required.

3. Intermediate level user of standard office software (Microsoft Outlook, Word, Excel) and ability to learn specialized agency software is required.

4. Willingness to participate in ongoing professional development, including

customer service, computer, and HCV, required.

PERFORMANCE MEASURES

In addition to the duties and competencies within this job description, some or all of the following measures or metrics may also be used to assess performance and professional development needs.

- ☐ Case load completed on time & accurately.
- ☐ Contract terminations timely
- ☐ Number and outcome of hearings
- ☐ Customer reports on service
- ☐ Customer Service Feedback Forms
- ☐ Secret shopper reports