

EAST POINT HOUSING AUTHORITY

Position Description

Position: Housing Choice Voucher Specialist
Supervisor: Housing Choice Voucher Manager
Effective: May 1, 2013
Status: Non-Exempt
Grade:

Position Description

Under supervision of the Housing Choice Voucher Manager, a Housing Choice Voucher Specialist is responsible for providing case management services for the Housing Choice Voucher Program. An incumbent exercises considerable judgment and initiative in carrying out day-to-day duties which are subject to established procedures, practices, and standards. Responsibilities require considerable knowledge of HUD regulations and the ability to maintain accurate records.

Major Duties and Responsibilities

The statements contained here 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 balance the workload.

1. Schedules appointments for eligibility re-examinations, re-determinations, transfers, or other activities; reschedules interviews for no-shows; maintains monthly calendars of clients scheduled for re-examination or re-determination.
2. Conducts client interviews for eligibility re-examinations, re-determinations, transfers, or other activities; conducts office interviews; makes home/hospital visits to clients; operates a motor vehicle to conduct work activities.
3. Verifies client information as required by policy and performs rent calculations.
4. Prepares various forms for completion, signature, or information of clients during interview; enters re-examination data into computer; identifies changes in eligibility status.
5. Mails re-examination letters, transfer appointment letters, employment verifications, criminal background reports, termination letters, and other documentation; monitors status of requests for information/documentation and mails second requests as appropriate; reviews, organizes, and files

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- responses and information for re-examination and re-determination; verifies client identification and information.
6. Prepares/-mails leases; calculates rent and prorated rent amounts; obtains proper signatures on leases; mails owner packets.
 7. Prepares/maintains client files and records; sorts/organizes documents to be filed; files documents and files in designated order; retrieves files as needed.
 7. Mails termination letters to advise clients of reason/timeframe file will be terminated/closed due to failure of client to appear for interview or to complete application documents.
 8. Sorts, distributes, and opens incoming mail; prepares outgoing mail.
 9. Collects and researches various data; researches names, addresses, telephone numbers, or other information as needed.
 10. Provides information and assistance to clients, owners, or other individuals regarding tenant lights, agency rules and regulations, procedures, forms/documentation, and other issues; responds to routine questions or complaints; researches problems and initiates problem resolution; counsels clients.
 11. Prepares or completes various forms, reports, correspondence, leases, rent change forms, utility allowance forms, board reports, calendars, or other documents.
 12. Receives various forms, reports, correspondence, logs, criminal background reports, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
 13. Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, or other software programs.
 14. Communicates with supervisor, employees, other departments, tenants, owners, landlords, law enforcement personnel, public housing agencies, state/federal agencies, community agencies, shelters, medical providers, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
 15. Corrects IMS/PIC submittal errors as needed.
 16. Check Rent Reasonableness of property as required by policy.
 17. Consistent adheres to strong Authority standards regarding the ethical, responsible, and appropriate use, care and safeguarding of Authority materials, supplies, resources and other assets. Ensures privacy and maintains security of confidential materials.
 18. Acts with tact and diplomacy in handling sensitive situations and negotiating repayment agreements with HCV Participants.
 19. Performs miscellaneous tasks, which may include obtaining/stocking supplies, clearing copier

- jams, or replacing paper/toner in office machines.
20. Provides backup coverage for reception desk; provides assistance to other employees as needed. Performs other related duties as required.
 21. Provides assistance to other staff with the maintenance of the Wait List.
 22. Provides coverage of the front desk and reception area as needed.
 23. Performs other related tasks as required.

Required Knowledge and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the purposes, policies, and regulations of the Authority as established by the Board of Commissioners.
3. Knowledge of the local, state, and federal laws governing public and other subsidized housing programs including health and fire regulations, landlord/tenant regulations, leasing of property and evictions.
4. Knowledge of assisted housing activities and operations at the federal, state, and local levels in both the public and private sectors.
5. Knowledge of Public Housing regulations and policies as they pertain to Section 8.
6. Knowledge of housing and community development programs for client referral.
7. Knowledge of modern office equipment including copiers, personal computers, calculators, facsimile machines, etc.
8. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
9. Ability to work with people from disadvantaged situations.
10. Ability to be organized and to manage time effectively.
11. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.
12. Ability to establish and maintain effective working relationships with co-workers, residents, landlords, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
13. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

Physical Requirements

Must be physically able to operate a variety of automated office machines including computers, copiers, printers, facsimile machines, telephones, etc. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.

Minimum Education, Training, and/or Experience

Graduation from a standard high school, supplemented by college level course work or vocational training in social services with at least three (3) years experience in clerical work, including public contact and social service work or any equivalent combination of training and experience to meet the required knowledge, skills, and abilities.

Special Requirements

1. Possession of a valid driver's license, reliable transportation and be insurable under the Authority's vehicle insurance policy.
2. Criminal background checks will be performed on all applicants.
3. Demonstrated proficiency at *Microsoft Word* at the intermediate level and *Excel* at the intermediate level.
4. Must be bondable.
5. Ability to earn Housing Choice Voucher Specialist certification within 6 months.