

HOUSING AUTHORITY
of the
COUNTY OF CONTRA COSTA

Approved: 07/99
HACCC.R05

Reviewed: 00/00/00
Revised: 00/00/00

HOUSING ASSISTANT

DEFINITION/PURPOSE:

Determine the initial and continuing eligibility of applicants for public housing programs, issue vouchers and certificates, and refer applicant for public housing to potential landlords.

DISTINGUISHING CHARACTERISTICS:

This classification is the journey level of the technical eligibility determination function. The classification is distinguished from the Housing Clerk in that the latter represents the journey level clerical/receptionist activities that assist in the assembly of eligibility documents, as well as the trainee level of eligibility determination. The class is distinguished from Housing Manager by the latter's responsibility for the management of a housing office and the supervision of its activities. The class is solely responsible to the Housing Manager for the evaluation of applicants, analysis of their applications, and related documents, and determination of eligibility for housing.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct general supervision of a Housing Manager.

The Housing Assistant exercises no supervision over other Authority employees.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following:

- Interview clients or applicants for public housing assistance and assist them in the completion of prescribed application and declaration forms.
- Conduct interviews in person or by telephone. Conduct follow-up interviews in the home of clients, such as a senior citizens complex. Elicit pertinent information concerning items such as income, other monetary resources and financial obligations from applicants and recipients.
- Obtain required signatures, review applications and declaration for completeness and consistency.
- Obtain information relative to clients or applicants from previous landlords, County Social Service Department, and other agencies.
- Evaluate known eligibility factors in specific cases against established criteria and determine eligibility. Make housing allowance computations to establish the level of rent based on rent schedules.

- Conduct eligibility validation studies by reviewing eligibility factors to determine propriety of continuation, modification, or termination of public housing assistance, as directed.
- Review and discuss with clients, as necessary, discrepancies, omission of data, or incorrect data.
- Prepare summaries of information obtained during home or office visits with clients.
- Refers all applicants and recipient who appear in need of food, in-home care, or social services, to the appropriate community service agencies on the basis of either personal observation and/or needs expressed either orally by the client or from information on the application.
- Maintain client records and perform an interim annual review to determine continuing eligibility.
- Prepare and type a variety of forms and other documents required by Federal, State and County government and answer correspondence requesting information about housing programs.
- Interpret program regulations and other pertinent material to applicants, recipients and the general public including potential landlords.
- May arrange for maintenance staff to make repairs in Aided Program housing units.
- Receive and account for money from overpayments from landlords, as well as from unpaid balances owed by tenants of Section 8 upon transfer.
- Pick up and deliver document to court. Pick up mail
- Make bank deposits.
- Provide initial orientation for new Housing Assistants and Housing Clerks.
- Interprets contract and lease conditions.
- Maintain good rapport with housing project tenants and all housing project staff.
- Operate office equipment incidental to the performance of basic duties, including a personal computer.

OTHER JOB FUNCTIONS:

- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The requirements of eligibility determination in a public housing program. Welfare requirements to include Social Security. Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), and general assistance (GA). Location of referral agencies and appropriate contacts. Effective interviewing methods and techniques. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary. Standard business

mathematics and document formats. Operate standard office equipment. Uses of personal computers. Basic Authority organization. Available public housing programs and local agency rules and regulations.

Ability to – Effectively interview in order to obtain necessary information and makes necessary referrals. Accurately gather, record, and correctly evaluate data necessary for determination of eligibility. Correctly interpret rules and regulations concerning housing eligibility to applicants, recipients, and the general public. Initiate and answer correspondence independently. Organize work effectively. Maintain accurate and systematic records. Accurately make complex mathematical computations. Deal tactfully and courteously with the public. Provide information to the general public about Authority programs and activities. Maintain confidentiality. Effectively and sensitively relate to the applicants, recipients, clients, general public and coworkers. Communicate clearly and effectively both orally and in writing. Operate a personal computer using various Windows-based applications programs.

Physical Abilities and Work Environment – Drive an automobile. Sit for lengthy periods of time in a standard indoor office environment. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office machines.

Licenses and Certificates – None required.

California Driver License - Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Other: Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Will be required to take a pre-employment physical examination.

- Be bondable.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Three (3) years of full-time experience in housing eligibility determination, or related clerical work, in a public housing program.

Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field may be substituted for one year of experience.