

HOUSING AUTHORITY
OF THE
COUNTY OF CONTRA COSTA

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Reviewed: 00/00/00

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HOUSING PROGRAMS SPECIALIST

DEFINITION/PURPOSE:

Perform a variety of client-service tasks in the development, implementation, and delivery of housing services to new and continuing assisted housing program participants. Determine continuing eligibility, reasonable rents and participant portion of those rents. Conduct unit inspections to insure rentals are decent, safe and sanitary. Provide program information and requirements to participants and landlords. Assure program compliance and required record maintenance. Recruit prospective landlords.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from Senior Housing Assistant by the requirements to conduct and approve new contract inspections, HAP contracts, and rent negotiations, work with clients, units, and landlords in day-to-day program field-administration and periodic inspections of the assigned program units. In addition, it conducts re-certification and verification of eligibility for program participation, the determination of reasonable rents, and the review of leases, notices, and other paperwork associated with housing assistance within an environment of privately held units. It differs from the Housing Manager by the latter's responsibility for the continuing supervision and training, and the overall administration of one of a variety of assisted housing programs.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct supervision and general direction from a Housing Manager and/or Director.

This classification exercises no supervision over other Authority employees; however, may give lead direction to Senior Housing Assistant, Housing Assistants, and other clerical employees.

ESSENTIAL JOB FUNCTIONS:

Duties may include, but are not limited to, the following:

- Verify and document information provided by current or prospective tenants for new HAP contracts, re-certification and interim certification. Determine income and allowances; compute total tenant payment; determine appropriate rent; Authority Program payments; and utility allowances. Send out notices of approval/disapproval. Explain methodology to participants.

- Conduct Housing Quality Standard (HQS) inspections of Section 8 program units (e.g. new contract, annual, interim, and move-out inspections). Initiate and follow-up on repairs for HQS compliance.
- Determine client eligibility for continued assistance and unit and owner eligibility for participation in assisted housing programs. Provide program information, concerning a variety of programs, to prospective and participating landlords and assisted tenants.
- Counsel tenants on unit affordability and the maintenance of decent, safe, and sanitary housing. Advise and counsel clients and landlords concerning housing situations and problems. Motivate clients to meet program goals. Explain program procedures and objectives to program participants at assigned briefings. Conduct both individual and group briefing sessions to advise eligible tenants on obtaining leased units.
- Perform interim eligibility determinations based on changes in participant income, family status, and landlord rent increases. Perform annual eligibility determination to determine if eligibility has been properly maintained.
- Determine termination of participants from housing program assistance. Notify both participants and landlords.
- Calculate money owed to the Authority, set up repayment schedules, monitor payments, and terminate program participants in cases of fraud or other misconduct as directed.
- Prepare a variety of periodic reports and maintain accurate participant records. Check accuracy of payments being sent to participating landlords.
- Input necessary data into the Authority computer system. Maintain accurate and comprehensive data for statistical and reporting purposes.
- Process contracts/leases. Review leases, eviction notices, and rent increases for completeness and accuracy.
- Advise and implement portability opportunities and coordinate with other housing authorities to insure effective and efficient transfer of tenants.
- Maintain an awareness of housing availability and be alert to the prospect of recruitment of landlords to participate in the assisted housing programs. May conduct landlord outreach and education to recruit new owners to participate in the Section 8 program, as assigned.
- Maintain a close working relationship with county and community governmental, social service, and law enforcement agencies for purposes of facilitating timely delivery of service, verification of information, and to protect program integrity.
- Respond to written and telephone requests and inquiries from the general public concerning programs. Prepare necessary correspondence.
- Schedule all tenant/landlord appointments. Also, respond to walk-ins requesting unscheduled face-to-face meetings. Conduct periodic meeting with clients to provide FSS program counseling and updating of required self-sufficiency plans.
- Negotiate contracts and rents with owners/landlords within applicable Fair Market rents, and execute leases. Certify and document rent reasonableness limitation tests for geographic area at initial acquisition of housing unit.
- Review, interpret, implement, and keep updated on all rules and regulations concerning assisted housing programs, as well as applicable local, State, and Federal laws, regulations, and codes, and Authority rules, regulations, and administrative plan.

- Perform operational and/or field training of new Specialists and Housing Assistants, as directed.
- Conduct preliminary investigations of fraud, illegal drugs, controlled substance activity, violent criminal activity, destruction of property, neighborhood disturbance. Submit findings to Director or designee.
- Mail out and receive verifications of information used for determination of continuing eligibility/rent changes, etc. for entire caseload. Request, receive, interpret, and distribute INS and criminal background checks.
- Monitor and assist in the evaluation of the administration and effectiveness of various assisted housing programs (e.g. new construction programs, Mod Rehab, Family Unification, Family Self-Sufficiency, Welfare to Work, etc.).
- May provide face-to-face individual case management. Interact with and advise participants on the challenges of continued program participation. May prepare individual contracts for program participation. Provide information to participants on a variety of other low-income housing-related support services.

OTHER JOB FUNCTIONS:

- Represent the Authority in small claims court, as needed.
- Attend a variety of Authority meetings.
- Attend review for Eligibility Department regarding criminal background checks.
- Represent the Authority and its programs to community groups, businesses, and governmental agencies.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – The eligibility and the administrative requirements of a variety of available assisted housing programs. Methods and techniques of interviewing. Pertinent federal, state, and local statutes, codes, and regulations. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition. Standard office methods, procedures, and practices, including business mathematics, document formats, and the operation of standard office equipment. Operation and uses of personal computers. Basic Authority organization and rules and regulations.

Ability to – Effectively interview and gather, record, and correctly evaluate data. Correctly interpret rules and regulations for recipients, landlords, prospective landlords, and the general public. Appropriately advise, motivate, and assist program participants. Initiate and answer correspondence independently. Organize and prioritize work effectively, meet required deadlines, and accommodate change. Work under pressure. Maintain accurate and systematic records. Make program required mathematical computations. Maintain confidentiality and objectivity. Effectively, sensitively, and patiently relate to clients, landlords, the general public, and coworkers. Function effectively in diverse cultural settings. Make independent analyses, make clear judgments, and take appropriate action. Maintain a sense of surroundings to assure personal safety. Defuse potentially volatile situations. Communicate clearly and effectively both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work. Operate a personal computer

using various Windows-based applications programs. Have the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.

Physical Abilities and Work Environment – Sit and stand for lengthy periods of time in both indoor and outdoor environment. Drive an Authority owned automobile between properties in neighborhoods featuring a variety of cultural influences. Climb stairs, walk over uneven ground, stoop, and bend. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment and other office machines. Lift or carry up to 15 lbs.

Licenses and Certificates - Possess a Housing Choice Voucher / Public Housing Rent Calculation and/or HQS Inspection Certificate, or obtain such certification within one year of appointment to the classification. 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 a non-citizen, 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.
- Bilingual skills are desirable.
- Be bondable.

EXPERIENCE AND EDUCATION GUIDELINES:

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 responsible administrative and analytical experience in the provision of direct social, community, or housing services in a multi-cultural environment and dealing with different socioeconomic levels is required.

Education – Possession of an Associate's or Bachelor's Degree from an accredited college or university with a major in social sciences, business administration, public administration or related field is desirable.