

HOUSING AUTHORITY
OF THE
COUNTY OF CONTRA COSTA

Approved: 00/00/00
HACCC.M08

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

HOUSING SERVICES COUNSELOR

DEFINITION/PURPOSE:

Plan, coordinate activities, manage, counsel, and evaluate a caseload of participants in the Authority's Special Housing Assistance programs. The counselor will provide, or arrange for, training programs, conduct orientations, evaluate and appraise clients, collect data, file reports, and provide technical assistance to management concerning program issues.

DISTINGUISHING CHARACTERISTICS:

This classification is responsible for managing a caseload of Special Housing Assistance participants from orientation, intake, and Action Plan development through annual examination completion and graduation. This class is distinguished from the Housing Assistant classification by providing services that relate specifically to the Special Housing Assistance programs goals and objectives.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision and direction of a Housing Manager, or others as assigned.

This classification is not responsible for the supervision of any Authority classifications.

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

- Provide information to prospective participants and the public.
- Review and interpret local state, and federal housing laws, rules, and regulations in relation to the Housing Choice Voucher and other Community Services programs.
- Provide case management services including orientation, intake, and assisting the client in the development of a personal Action Plan, contract signing, progress evaluation assistance, and graduation, through regular meeting with program participants.
- Input case management notes and data into case management notes and completion of 50058 program requirements.
- Assist clients in follow-through on program goals, and encourage that all components of the Action Plan are followed and, with the client, update the Action Plan as necessary.

- Explain client responsibilities and monitor performance in the Special Housing Assistance programs.
- Compile statistics, develop reports, and provide information and data to the Housing Manager and other management staff.
- Conduct orientations and other program presentations using multiple media sources and equipment.
- Compile, maintain, and update resources and lists of service providers in the community for referral to clients.
- Identify operational problems or suggestions for improvements and report them to the Housing Manager.
- Carry out special projects as assigned by the Housing Manager.
- Preparation monthly activities and status reports.
- Assist the Housing Manager in the development of draft department policies and procedures implementing Federal, State, and local directives and statutes; and, as applicable, procedures for department activities and programs.

OTHER JOB FUNCTIONS:

- May represent the Authority at public meetings and conferences.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of – Techniques of counseling, evaluating, interviewing, coaching, and motivating. Principles of individual and group behavior. Record keeping and reporting procedures. Computer systems and related software. . Federal, state, and local rules relating to assisted housing programs, particularly the Special Housing Assistance programs. Community service providers and resources.

Ability to – Maintain confidentiality. Interpret and apply rules and regulations. . Exercise good judgment in working with clients and service providers. Establish and maintain effective working relationships with all levels of Authority staff, residents, and the general public. Interact successfully with all social, economic and ethnic groups. Prepare clear, concise recommendations and reports; Communicate complex ideas clearly and effectively both verbally and in writing. Conduct meetings and presentations. Provide effective individual and group counseling. Compile information and statistical reports. Layout and design newsletters and other informational materials. Plan and organize assignments. Maintain regular attendance and punctuality. Operate a personal computer using various Windows–based applications programs.

Licenses and Certificates – Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority’s insurance carrier.

Physical Abilities and Work Environment – Must have the ability to drive an automobile, stand, sit for lengthy periods of time, walk, climb stairs, visit clients at their places of residence. Must possess the manual dexterity to operate keyboard and other office equipment. Eyesight and hearing that allow accomplishment of assigned duties. A majority of work is conducted in a variety of indoor environments including that of a standard office. Must be able to handle stressful situations.

Other

- Provide an annual Statement of Economic Interest.
- 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.
- May be required to conduct after-normal business hours workshops, training – and briefings.
- Will be required to take a pre-employment physical examination.
- Bilingual fluency in English and Spanish or Vietnamese is 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 – Two (2) years of paid increasingly responsible experience in public, private or non-profit agencies in a position directly delivering social services to low income clients.

Education – Possess An Associate's Degree from an accredited college or university with a major in urban studies, sociology, social work, public administration, or a related field, or completion of two years of college in one of the designated fields. Possession of a Bachelor's Degree from an accredited college or university in one of the designated fields is desirable.