

HOUSING AUTHORITY  
OF THE  
COUNTY OF CONTRA COSTA

Approved: 09/14/04

Reviewed: 00/00/00

Revised: 00/00/00

**SENIOR HOUSING ASSISTANT**

**DEFINITION/PURPOSE:**

Determine the initial and continuing eligibility of applicants and participants in housing assistance programs and services, issue vouchers, and refer applicant for public housing to potential landlords. Will provide lead direction of other clerical employees and undertakes the assignment of the more difficult eligibility determination cases and special projects, as assigned. Perform a wide variety of responsible and difficult technical and clerical/administrative work in accordance with established procedures; and provide information and assistance to clients and to the public regarding Authority policies and procedures.

**DISTINGUISHING CHARACTERISTICS:**

The classification is distinguished from the Housing Assistant by the requirement to provide lead direction to other clerical employees and to undertake the more difficult eligibility determination cases, conducts annual HQS inspections and special projects, as assigned. The class is distinguished from Housing Programs Specialist by the latter's responsibility for the execution of housing assistance payment contracts and negotiation and approval of contract rents in compliance with existing Housing Authority policy and procedures. The class is responsible to the Housing Manager, or designee, for the evaluation of applicants, analysis of their applications, and related documents, and determination of initial and continuing applicant eligibility for programs and services, and annual re-examination and interim examinations of assisted housing participants.

**SUPERVISION RECEIVED AND LEAD DIRECTION EXERCISED:**

Operates under the direct general supervision of a Housing Manager.

This classification exercises no supervision over other Authority employees. It provides lead direction to Office Assistants I & II, Housing Assistants, and other student and temporary employees, as assigned.

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

- Provide lead direction to clerical employees by distributing work assignments and cases, providing technical direction in the accomplishment of assigned tasks, as directed, and undertake the more difficult and sensitive eligibility determinations, as assigned.

- Conduct Housing Quality Standard (HQS) inspections of Section 8 program units (e.g. annual, interim, and move-out inspections). Initiate and follow-up on repairs for HQS compliance.
- Interview clients or applicants for public housing assistance and Section 8, and assist them in the completion of prescribed inspection, 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.
- Certify changes in family increase or composition per HUD requirements.
- 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.
- Refer all applicants and recipients 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 as required by HUD policy and regulations and perform an interim annual review to determine continuing eligibility.
- May provide initial orientation of new Housing Assistants, Senior Office Assistants, and Office Assistants I & II..
- 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.
- Interpret contract and lease conditions.
- Maintain good rapport with tenants, landlords, and owners, all Authority staff, and the general public.
- Operate office equipment incidental to the performance of basic duties, including a personal computer.

**OTHER JOB FUNCTIONS:**

- Perform related duties as assigned.

**REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:**

Knowledge of – The requirements of eligibility determination in a public housing program. Welfare requirements to include Social Security. Supplemental Security Income (SSI), and any other social service benefits,, 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 Housing Authority programs and services, and local agency rules and regulations.

Ability to – Effectively interview in order to obtain necessary information and make necessary referrals. Accurately gather, record, and correctly evaluate data necessary for determination of initial and continuing eligibility. Correctly interpret rules and regulations concerning housing eligibility to applicants, participants, and the general public. Initiate and answer correspondence independently. Use experience and background to properly orient new employees, resolve the more difficult eligibility cases, and effectively deal with special projects. Organize work effectively. Maintain accurate and systematic records. Accurately make complex mathematical computations. Deal tactfully and courteously with the public and those contacted in the course of business. Provide information to the general public about Authority programs and service activities. Maintain a high level of confidentiality. Effectively and professionally relate to the applicants, participants, 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 – 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 – Four (4) years of full-time experience in housing eligibility determination, or social services eligibility in other local or state agencies.

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 Associate’s 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 is desirable.