

HOUSING PROGRAMS SPECIALIST

DEFINITION/PURPOSE: Review applications and conduct applicant interviews to establish eligibility for housing. Determine eligibility for specific programs and certify eligibility for that assistance based on established policies and procedures. Calculate rental assistance and the appropriate level of tenant subsidy. Perform analysis of client eligibility. Provide information to tenants, owners, and landlords regarding housing programs, and pertinent Authority policies and regulations.

DISTINGUISHING CHARACTERISTICS: This position differs from Housing Programs Senior Specialist by the depth of experience in serving the client base, knowledge of the local housing market, nuances of the Authority programs, and the responsibility for lead direction.

SUPERVISION RECEIVED AND EXERCISED: Under the direct and general supervision of a Housing Programs Supervisor. Has no supervisory responsibilities; however, may be assigned to provide lead direction to clerical staff and provide training.

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

- Determine initial client eligibility for assistance which includes applying income limits, collecting and reviewing client submitted documents, obtaining third party verification, and processing program forms and records
- Facilitate all aspects of the recertification process for a caseload, meet with each participant to verify family composition and income, calculate rent shares, and provide proper notice to program participants and landlords
- Conduct initial moves, relocations, and change of contract terms in accordance which may include, conducting rent reasonableness, assessing affordability limits, initiating inspections, collecting and review lease agreement, preparing housing assistant payment contracts, and conducting program briefings
- Interpret and apply HUD regulations, other applicable federal, state and local regulations and laws, and Housing Authority policies and procedures in the administration of Section 8 program and other HA programs
- Entering client data in applicable software systems and databases to ensure proper participant and applicant tracking and timely subsidy payment
- Effectively communicate with program participants, landlords, co-workers, vendors, and other stakeholders on program activities, which includes explaining HUD regulations, other applicable federal, state and local regulations and laws, and Housing Authority policies and procedures
- Resolve problems and disputes concerning program regulations, rent shares, owner obligations and family responsibilities
- Enter eligibility data into computer system for centralized access.
- Process and prepare necessary documents after timely determination of eligibility. Verify client-provided data necessary to determine eligibility utilizing a variety of family, employer, community and governmental sources. Assume responsibility for the complete documentation of activities.
- Calculate rents for units based on established formulae. Calculate reimbursements.
- Advise clients (tenants and landlords) of program requirements and changes.
- Conduct in person or over the telephone interviews with tenants, landlords and applicants
- Maintain basic knowledge of housing inspection requirements and procedures
- Conduct client briefings which may include in-person onsite, remote within the county jurisdiction, or virtual meetings.
- Respond to client and public inquiries and requests.
- Prepare, review, and monitor a range of program reports, maintain logs, enter client notes, and research and resolve discrepancies.
- Advise and consult with members of Management and other co-workers on special cases, the application of policies and procedures and other program requirements.
- Work in collaboration with all members of the Housing Program Department and other HA

departments.

- Provide excellent customer service to program participants, tenants, landlords, property managers, co-workers, and vendors
- Undertake specific special projects as assigned.

OTHER JOB FUNCTIONS:

- Assist co-workers, as requested.
- Assist with translations, Spanish/English, oral and written, as requested.
- May be required to participate in training staff.
- Perform other duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Authority housing programs and their eligibility rules and regulations. Interviewing techniques. Local social service providers and their programs. General office procedures, proper telephone etiquette, ability to operate various office machines. Advanced arithmetic skills, including addition/subtraction, multiplication/division, pro-ratio, and percentages. Knowledge and proficiency in Word, Excel, Yardi management software preferred, personal computers, word processing and spreadsheet applications programs, and their use. Understanding of Landlord and tenant rights. Understanding of fair housing law and practical application through work practices.

Ability to: Understand and interpret policies and programs administered by the department/agency. Work efficiently, effectively, and accurately under time-limited schedules. Quickly assimilate and effectively apply training. Be courteous, exercise judgment, discretion and maintain confidentiality in dealing with landlords/property owners/property managers, clients, general public, and co-workers. Problem solving skills. Relate well to prospective clients, and efficiently interview to establish eligibility, and exercise judgment in effecting program eligibility. Deal with clients who are in stressful circumstances. Communicate effectively in English in written and oral expression. Type from clear copy at 45 words per minute, proofread; understand oral and written instructions and procedures. Skillfully operate a keyboard and have experience using a personal computer with necessary applications programs. Perform and apply advanced arithmetic calculations.

Licenses and Certificates - Possession of, or ability to immediately obtain and retain, a valid California Driver License desired for some positions.

Physical Requirements/Work Environment – Must be able to sit for lengthy periods of time in an indoor environment; stretch, bend, and have the manual dexterity to operate keyboard equipment. Have the visual and auditory capacity to operate with the perception and discrimination required by the duties of the classification. Be able to lift 25 lbs.

Other - Employee may be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. If the employee agrees, the employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, Documentation showing authorization to work in U.S as outlined by the Department of Homeland Security form I-9.
- Fluency in conversational Spanish is desirable and may be required for specific positions.
- Be bondable.

EXPERIENCE AND EDUCATION GUIDELINES:

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

Experience – Four years of increasingly responsible experience in administrative work that demonstrates competency in the listed "knowledge and abilities" section; or three years as an

Housing Programs Specialist. Prefer public contact and problem solving experience in a public agency setting and real estate environment

Education - An Associate's Degree from an accredited college or university with major course work in sociology, social work, or business administration, finance or related field is desirable.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.