

POSITION DESCRIPTION

Title: Section 8 Specialist
Reports To: Section 8 Program Manager
FLSA Status: Non-Exempt

Summary

Responsible for a variety of programmatic functions for Section 8, Housing Choice Voucher Programs (HCVP) participants, including receipt and processing of initial applications, verifying eligibility for occupancy certification and recertification, processing waiting list, addition and deletion of family members, income changes, moves, interim adjustments and terminations, and fraud recovery measures. This position is the primary ongoing client contact during initial eligibility determination and after lease-up has occurred. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Duties and Responsibilities

Answers telephone and responds courteously to calls, written requests, and e-mails to answer questions and provide information and assistance within area of expertise regarding program or refers calls to other employees or departments as appropriate.

Performs administrative, secretarial functions including effectively using word processing and other applicable software and hardware to accurately type, format, revise material such as correspondence, reports, statistical tables, and forms from rough draft, corrected copy, or previous version displayed on screen. Mails individual and buck correspondence in accordance with Agency policy and procedures.

Performs briefings for new and current landlords. Maintains regular communications to ensure rents remain within fair market value in accordance with SEMAP regulations.

Recalculates all rent changes as amended in the HAP Contracts and Leases prior to transmission of documents to landlord and notifies residents of changes.

Schedules appointments and conducts interviews, provides relevant documents, verifies income information to determine eligibility and the amount of assistance.

Briefs families and owners on rights, privileges, obligations, and responsibilities of program in a courteous and professional manner.

Assists applicants in completion of forms and identification of required documents as necessary.

Receives applications and documentation for completeness, logs applications, and accurately inputs data into computer. Stores paper documents and information by preparing folders and labels, rearranging materials for space allotment, and filing information in a timely and accurate manner, ensuring records are in proper order and all files are properly labeled.

Prepares and sends written requests for income verification. Obtains, verifies, and calculates all

sources of income and resources to determine financial eligibility of applicants.

Processes criminal background checks. Reviews and evaluates criminal offender record information.

Participates in determining whether applicants meet program eligibility requirements. Contacts and interviews references to determine whether applicants meet the Authority's suitability standards, and ranks applications according to successful compliance with eligibility requirements and established policies.

Requests additional documentation from the applicant and/or references when appropriate. Ensures that all requirements for written, independent verification of information are met in an appropriate and timely manner.

Responds in a timely manner to all allegations received regarding fraud and/or based on evidence obtained through system reporting tools/data.

Thoroughly monitors and investigates program fraud and abuse complaints in a discreet and tactful manner, ensuring confidentiality of information.

Gathers documents or other evidence from various sources. Ensures that sufficient evidence has been gathered to allow appropriate personnel to establish whether or not fraud has occurred.

Analyzes evidence and prepares a written report on the investigation and a statement of findings with a recommendation based on the evidence gathered as to whether the claim is potentially fraudulent. Confers with supervisor and/or general counsel to determine whether or not sufficient evidence exists to take adverse action.

Conducts informal conferences with residents or other persons as necessary.

Calculates amounts owed to Authority due to underreported income or fraud and enters into repayment agreements with appropriate parties.

Assists supervisor and/or prepares cases for referral to appropriate law enforcement agency, HUD, or other state agency.

Processes all actions regarding program participants, including rent adjustments, transfers, move-ins, and move-outs. Enters pertinent organized information into appropriate Agency computer system, including input and update of information pertaining to certification, re-certification inspections, rent reasonableness, and related reports. Prepares comprehensive monthly reports as directed.

Accurately enters waiting list application information into appropriate system, keeping information up-to-date, and ensuring correct coding. Ensures a fair and impartial process of placement of referred waiting list candidates into available vacant units

Responsible and accountable for maintaining integrity of client files, records, documents by adhering to filing system procedures regarding urgent, timely, and accurate processing of hard copy and/or maintenance of electronic records.

Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.

Ensures compliance with HUD and Agency regulation lease terms on behalf of participants and landlords and processes rent reasonableness form.

Prepares HAP Contracts and Leases, and contacts landlords and participants to ensure their execution in accordance with program requirements.

Provides limited mediation services between landlords and program participants to avoid evictions or unnecessary displacement.

Works with outside agencies to implement the transition of residents under the Portability Housing Choice Voucher program. Prepares required information and accurately completes appropriate forms.

May set up portability billing in the system to ensure payment of initial PHA. May process incoming billing from other PHA to ensure that the correct rent is being paid on behalf of the tenant. Makes appropriate changes in system information in a timely and accurate manner.

Monitors household demographic profiles and updates databases.

Conducts HQS and move-in inspections as assigned.

Ensures privacy and maintains security of confidential materials.

Maintains minimum SEAMAP score of 90%, High Performer status.

Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

Qualifications and Knowledge

High school graduate or GED with two (2) years of relevant, progressively responsible clerical, case management, or closely related work in property management, public housing programs, or similar duties involving work with diverse populations/clients. English/Spanish bilingual speaking skills preferred.

Occupancy Specialist Certification and Rent Calculation Certification should be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director.

Working knowledge of applicable federal, state, and local laws, rules, and regulations and Agency policies and procedures pertaining to public housing, including fair housing laws.

Thorough knowledge of interviewing techniques and record maintenance.

Ability to meet and deal tactfully and courteously with the public.

Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.

Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.

Working knowledge of the operation of the Agency's computer system and applicable software.

Knowledge of mathematics sufficient to perform calculation required for rent adjustments.

Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.

Ability to use basic office equipment such as telephone, fax, copier, and computer.

Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Authority policies and procedures

Ability to establish and maintain an effective working relationship with tenants, landlords/owners, and other employees.

Ability to deal effectively with situations requiring tact and diplomacy.

Valid driver's license and good driving record.

Supervision Given and Received

The employee receives instructions from the Section 8 Program Manager. Normally, the employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed periodically for conformity to organizational policies and attainment of objectives.

The employee has no supervisory duties, but assists in training of new staff members.

Guidelines

The Section 8 Specialist performs routine duties by following established HUD and Agency policies and procedures. These guidelines cover most job-related situations and the employee may use independent judgment in making decisions within established parameters and area of expertise. If guidelines do not cover a situation, the employee normally consults the Section 8 Program Manager. Guidelines are generally specific and clear.

Complexity

The employee performs a variety of related, routine, and generally repetitive tasks. The course

of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

Difficulty may sometimes be encountered in dealing with privacy issues and contacting other organizations/individuals to obtain necessary information.

Scope and Effect

The employee's work affects a significant portion of the units in the Housing Choice Voucher Programs and the owners/landlords and participants. Thorough, effective and accurate accomplishment of tasks, the employee contributes significantly to the Agency's ability to provide adequate leased housing to the city's low-income residents.

Personal Contacts

The employee's contacts are primarily with other employees, owners/landlords, and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or direct subordinates or others; and justify, defend, negotiate, or resolve matters and issues concerning Section 8 occupancy issues.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push, and pull in the performance of office related duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must be able to establish and maintain effective working relationships with co-workers and clients and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.