

**COMMUNITY DEVELOPMENT COMMISSION
OF MENDOCINO COUNTY**

HOUSING PROGRAMS SPECIALIST

Job Announcement

April 2021

SUMMARY OF RESPONSIBILITIES

Performs a variety of responsible clerical and technical duties in determining initial and continuing eligibility of applicants for and recipients of all Community Development Commission Rental Assistance Programs in the Housing Department; participates in the applicant interview and participant counseling process; conducts briefings on programs and requirements; calculates total tenant payment amounts based on program requirements; advises clients and landlords of their rights and responsibilities and on agency policies, procedures and requirements; documents and maintains case files and on-line records; processes leases, contracts and terminations; and performs related duties as assigned.

SUPERVISORY ACCOUNTABILITY

Reports to the Housing Manager and/or the Executive Director

ESSENTIAL JOB FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Conducts pre-screening intake interviews; evaluates pre-screening questionnaires and prepares case workups for approval; assists in maintaining "ready pool" of eligible applicants for rental assistance programs; enters updates to the waiting list, including denials, drops and reinstatements; conducts intake briefings to explain programs and requirements and answer client questions.

Conducts initial client eligibility interviews; reviews completed applicant declarations and supporting documents; accesses applicant and tenant income and entitlement information through direct computer interface with Enterprise Income Verification (EIV) System; sends out written requests for third party verifications of family income, assets and employment; verifies income eligibility for applicants and tenants; runs reports and criminal history checks; verifies citizenship and immigration status; when warranted, conducts additional verifications through other agencies; evaluates case file and verification data and applies policy and procedures to determine program eligibility to meet processing deadlines; calculates and certifies total tenant payment and other computations based on program requirements; enters tenant data in agency software applications and on-line systems; generates notifications to applicants and tenants; prepares and mails leases and documents to landlords.

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Processes Request for Tenancy Approvals; contacts landlords to verify information received on requests for tenancy approval to determine rent reasonableness and Utility Allowance; monitors and maintains records of requests for tenancy approvals.

Prepares briefing packets for the Section 8 Housing Choice Voucher and Permanent Supportive Housing Programs; briefs prospective families regarding various programs available; informs eligible applicants of their responsibilities and those of their landlord; explains how the Housing Authority works and functions; issues Housing Vouchers; maintains records of the Vouchers that are issued.

Works with outside agencies to implement the transition of tenants under portability policies and procedures for incoming and outgoing tenants; prepares and maintain files for portable vouchers. Schedules appointments with tenants for annual recertification interviews and sends out notifications.

Prepares and sends out notifications to landlords of tenants approaching anniversary dates and annual inspections; processes annual rent increase approvals in a timely manner. Conducts annual recertification interviews and processes in a timely manner to meet processing deadlines; reviews historical data in tenant case files; accesses tenant income and entitlement information through EIV System; sends out and evaluates the results of third party verifications and other checks performed to verify continued eligibility; collects data, investigates any discrepancies and makes determinations regarding changes in family size and composition and income levels; generates and mails notices of rent subsidy changes to tenants and landlords in accordance with deadlines; monitors status of all recertification cases to ensure processing deadlines are met to avoid lapses in payments or incorrect payments.

Advises applicants and tenants of their rights and responsibilities under HUD and agency policies, procedures and requirements; works with applicants and tenants to ensure lease up requirements are met; generates notices of intended action in response to client failure to provide required information and changes in eligibility.

Receives and evaluates notices of applicant and tenant income and family changes and takes action to process interim adjustments in accordance with processing deadlines as required by policies and procedures; mails information packets to tenants; conducts verifications of changes in income and determines eligibility for addition of family members; calculates and enters worksheet data on any changes to rental assistance amounts; generates notices to tenants and lease amendments to landlords; documents all information and actions taken in tenant case files.

Prepares, documents and updates applicant and tenant case files, including all fact finding information, telephone contacts and actions taken; prepares work sheets to update tenant information in the Commission's on-line system; processes abatements of rental assistance payments to landlords in cases of tenant or contract terminations or in other applicable situations.

Generates letters, assembles information packets and schedules rental assistance tenants for move briefings in response to move requests received or in cases in which units have failed annual Housing Quality Standards inspections.

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Complies with all federal regulations, procedures and manuals. Consistently applies all agency policies and procedures. Receives and understands all laws, regulations, policy guides, current procedures and special instructions applicable to their areas of responsibility. Ensures that all units under contract meet the Housing Quality Standards and other related inspection requirements set by HUD. Applies modifications to Payment Standards for the Housing Voucher Program. Submits all Housing Assistance Payment contracts to the Housing Manager for execution. Meets regularly with the Housing Manager and Housing Inspectors to review procedures and problems. Ensures that grievance procedures for tenants and owners are properly followed.

Stays alert to indications of program violation or potential fraud; identifies possible violations and conducts initial investigations to resolve or document suspected violations; documents tenant case files regarding investigation results; prepares tenant pay-back agreements in cases of documented rental assistance over-payments; when warranted, recommends referral to the Housing Manager for further action.

Answers questions and responds to complaints from applicants and tenants, landlords and the public; explains Commission policies and procedures and available courses of action to resolve problems or concerns; pulls case records and conducts research regarding incorrect or unpaid rental assistance payments to landlords and takes follow up corrective action as appropriate.

Prepares information for input into data processing system and obtains output reports as required; performs a variety of general clerical duties including filing, typing, computer operation, and utilizing other related office machines and equipment; independently responds to routine correspondence, memoranda, and requests for information and data; and provides telephone reception as needed.

Processes HUD-required 50058 corrections monthly. Obtains, reviews, and submits information to and from HUD internet infrastructure. Maintains logs and prepares statistical, status and productivity reports; receives and prioritizes a large volume of mail associated with annual recertification and other case management functions; prepares intake and tenant case files for archiving; archives and retrieves files.

Maintains quality control on records and files. Pulls files and documents in preparation for the conduct of audits and administrative reviews. Reviews and/or audits logs, control systems, tenant files, and other work to insure consistency and compliance with regulations and program requirements.

Attends staff meetings and training.

May conduct bilingual briefings and interviews; provides translation services to clients and co-workers.

May train and provide work guidance to clerical and administrative support staff.

QUALIFICATIONS REQUIRED

Knowledge of:

1. Modern office methods and procedures, including record keeping and filing systems.
2. Principles of business letter writing and basic report preparation.
3. Correct English usage, including spelling, grammar, punctuation, and vocabulary.
4. Business arithmetic, including percentages and decimals.
5. Customer service etiquette and techniques.
6. Computer software, hardware, and multi-user network systems, computer systems, and associated hardware and software requirements.
7. Basic eligibility and case management practices and procedures similar to those applicable to the Commission's rental assistance programs.
8. Interviewing methods and procedures, particularly as they apply to the collection of sensitive personal information.
9. Data gathering, analysis and compilation techniques.

Ability to:

1. Operate a computer terminal and other standard office equipment
2. Prepare and maintain accurate and complete records, reports, and files.
3. Communicate clearly and concisely, both orally and in writing.
4. Apply concepts such as fractions, percentages, ratios and proportions to practical situations.
5. Prioritize tasks and work under minimal direction.
6. Prepare accurate program summaries and reports.
7. Learn applicable Federal statutes, regulations and policies regarding HUD Section 8 and other assisted housing programs, fair housing, privacy, funding, record keeping, and reporting.
8. Learn, understand, interpret, explain and apply detailed regulations, policies and procedures governing eligibility for rental assistance programs.
9. Learn complex data processing systems related to government record keeping.
10. Learn applicable California landlord/tenant laws.
11. Interact effectively and sensitively with a variety of individuals from diverse backgrounds.
12. Organize work, set priorities and exercise sound independent judgment with established guidelines.
13. Gather and analyze income, family status and other eligibility data and information and reach sound decisions in accordance with established policies and procedures.
14. Understand and follow written and oral instructions accurately, consistently and with a minimum of supervision
15. Deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy.
16. Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
17. Understand and follow complex verbal and/or written instructions.
18. Understand the organization and operations of the Housing Authority and of outside agencies as necessary to assume assigned responsibilities.

19. Participate in group decision-making processes.
20. Read, analyze and interpret policies, procedures and government regulations.
21. Maintain accurate records and files.
22. Operate word processing (WORD), and spreadsheet (Excel) software, and utilize computer software for recordkeeping, analyses, and reporting.
23. Maintain reliable and predictable attendance.

Skill in:

1. Completing necessary forms, documents, logs and correspondence.
2. Maintaining accurate and up-to-date tenant files, entering appropriate information into the computer system.
3. Organizing work, setting priorities, meeting critical deadlines, staying current with required monthly re-certifications and reports, and following up on assignments with a minimum of direction.
4. Applying logical thinking to solve problems or accomplish tasks, to understand, interpret and communicate complicated policies, procedures and protocols.
5. Participating in collaboration and negotiation of program matters.
6. Preparing accurate, clear and concise reports, correspondence and other written materials.
7. Maintaining complex records.
8. Using mathematics, personal computers, spreadsheet and word processing software, and office machines.
9. Accurately determining income and eligibility, documenting third party verifications, calculating total tenant payment, and reasonable rent, using established guidelines.
10. Explaining program requirements to applicants, tenants, and owners, conducting applicant briefing sessions, and issuing vouchers to program participants.
11. Communicating clearly and effectively, both orally and in writing with individuals and groups from diverse backgrounds.
12. Establishing and maintaining effective cooperative relationships with all those contacted in work.
13. Maintaining confidential information.

LICENSES AND CERTIFICATES

Must possess, or have the ability to obtain within six months of hire or promotion date certification in the following areas: Section 8 Eligibility, Section 8 Occupancy Standards, and Section 8 Rent Calculation. Must possess and maintain an applicable California Driver License and a driving record acceptable to the Agency's insurance carrier.

EXPERIENCE AND EDUCATION REQUIREMENTS

High school diploma or GED; supplemented by one year of responsible clerical experience involved in the administration of public housing programs, operations, and activities, and/or two years college coursework with emphasis in the social sciences, or social services and/or one year

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of interviewing or casework experience in a social services (including Housing Authority) environment; or an equivalent combination of education, training, and experience that would be likely to provide the required knowledge, abilities, and skills to perform the essential functions of the position as determined by the Executive Director.

MATERIAL AND EQUIPMENT USED

General office equipment, computer, calculator, typewriter, vehicle.

ENVIRONMENT

Busy office environment; moderate noise; periodic briefings throughout the County.

PHYSICAL REQUIREMENTS

When evaluating whether an individual meets these physical requirements, Community Development Commission will consider the availability of reasonable accommodation.

1. Ability to exchange information.
2. Ability to read and comprehend a variety of materials.
3. Ability to operate a computer keyboard.
4. Sitting for extended periods of time.
5. Using a computer keyboard for extended periods of time.
6. Standing, walking, twisting, stooping, crouching, crawling, kneeling, bending over at the waist, grasping, reaching overhead, pushing, pulling and moving, climbing stairs, walking on uneven ground, lifting and/or carrying up to 25 pounds to waist height.
7. Close (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), ability to focus.
8. Report to work as scheduled and on time.
9. Maintain reliable and predictable attendance
10. Ability to develop effective working relationships with co-workers and with members of the general public.

COMPENSATION AND BENEFITS

Salary range from \$31,782.40 - \$51,272.00 (annual). Starting salary will be based on the related qualifications of the individual selected. Comprehensive benefit package including an allowance for medical, dental and vision insurance, CalPERS retirement 2% @ 62.

HOW TO APPLY

Applications can be requested by calling (707) 681-6005 between 8:00 a.m. and 5:00 p.m. (PDT) Monday through Thursday Hearing impaired TDD, please use California Relay: 711.

It is helpful to include a résumé, but resumes without completed applications will not be considered. It is our intention to interview highly qualified candidates within 1 week of receipt of their application and to make a selection as soon as possible.

“Open until filled”

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