



Position Description

Position Title:	Housing Specialist/Special Programs	Department:	HCV
Reports to:	HCV Program Support Team Lead	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to support the HCV program relating to case management of program participants. The incumbent maintains a caseload and is responsible for the programmatic and administrative functions associated with the participants' eligibility in CH's housing assistance programs, which may vary according to program regulations. Additionally, the incumbent processes annual reexaminations and recertifications for housing assistance through VASH, VET, CoC, PBV, and other special programs.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Based on housing program regulations: interviews participants for recertifications; explains housing program obligations; verifies information provided on reexamination or recertification forms; and determines continued eligibility of participants.
- Calculates HAP (Housing Assistance Payment) amounts, tenant rents, and utility reimbursements.
- Conducts outreach to individuals for participation in special programs, which includes presenting at information sessions and briefings.
- Counsels participants on housing program obligations. Provides referrals and crisis intervention as needed.
- Establishes and maintains relationships with external service providers for coordination of counseling and services.
- Conducts community outreach and education to engage property owners about special programs.
- Issues Housing Choice Vouchers to individuals and families requesting to move, to exercise portability options, or who require a smaller or larger unit.
- Assists with rent negotiations when requested by participant.
- Responds to landlord inquiries and/or concerns about specific contracts or the HCV program in general.
- Initiates and executes HAP contracts.
- Initiates termination of assistance of individuals and families for non-compliance, non-performance, or other grounds in conformance with established CH policy and procedures.
- Maintains participant and landlord files and documents historical records within required compliance.
- Completes annual recertifications of participants in conformance with CH policies.
- Pulls files and schedules appointments for reexaminations; makes revisions, calculates rent adjustments and notifies participants and landlords in writing of changes.



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- Generates and mails correspondence or notices to landlords and participants for appointments, changes in rent, termination of assistance, or other reasons.
- Assists with the monthly processing of checks payable to owners and participants; prepares and balances individual data sheets to Program Support Team Leader for reconciliation.
- Prepares and distributes incoming/outgoing mail and files necessary information into participant files.
- Performs data entry for all adjustments or changes to participant data; ensures accuracy of information. Tracks and monitors data for HUD reporting.
- Performs rent reform study for assigned participant data.
- Conducts field interviews as needed.
- Counsels participants and assists in resolution of problems between landlords and participants.
- Performs clerical duties such as answering telephone, general typing, filing and mailing correspondence.
- Prepares monthly reports to advise HCV Program Support Team Leader of caseload status.
- Ensures assigned caseloads are completed in a timely manner; balances caseload actions with HCV rent roll.
- Researches, analyzes and documents programmatic issues or complaints; determines appropriate course of action and responds or escalates issues as necessary.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.



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Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties and the Housing Choice Voucher Program.
- Knowledge of issues facing public housing residents and ability to counsel individuals of varying social, educational and economic backgrounds
- Knowledge of the HCV program and applicable HUD rules and regulations
- Strong language and communication skills
- Proficient basic mathematical and statistical skills and ability to understand and interpret data, charts, and graphs
- Skill in performing research and analysis
- Ability to prioritize tasks and work in a fast-paced environment
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in social work or related field and two (2) years of experience providing social services to communities of veterans, individuals in recovery, and/or the homeless, preferably with a public agency. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able



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to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]