



HOUSING SPECIALIST I

Class Code:
18702

Bargaining Unit: N/A

MOBILE COUNTY PERSONNEL BOARD
Established Date: Oct 31, 2000
Revision Date: Aug 20, 2019

KIND OF WORK:

This is specialized work performing technical case management duties associated with various rental assistance programs managed and administered by Mobile Housing Board.

EXAMPLES OF WORK:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Conducts interviews and processes eligible households to determine eligibility for the Housing Choice Voucher Program (HCVP), Low Income Public Housing (LIPH), and related economic empowerment programs, including Tenant-based and Project-based Housing Choice Vouchers, Family Self Sufficiency Initiatives, HOME, Low Income Tax Credit, Rental Assistance Demonstration (RAD) conversion and other programs or projects managed or administered by MHB.

Conducts initial, annual and interim interviews with applicants and assisted families.

Facilitates completion of applications and appropriate supporting documentation.

Determines eligibility for admission and/or continuance of participation with accuracy and efficiency per compliance with HUD and MHB's regulations, policies, and procedures.

Verifies sources of income, assets, other medical or unusual expenses and assisted dwelling information.

Assures participants and residents are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents.

Enters data generating calculations for rent, utility allowance and escrow for admission, interim, annual, and special re-examinations with accuracy and efficiency.

Maintains a caseload of program participants or residents under HCVP or LIPH regulations, MHB policies and other program requirements.

Counsels applicants to provide information about available housing options.

Assists participants and residents in establishing goals.

Refers participants and residents to other agencies for assistance.

Maintains client files and records with accuracy and efficiency.

Reviews case files for program compliance to assure all documentation, information, and signatures are current and consistent, complete and accurate as required by MHB and HUD policies and regulations and all other Federal, State, and local laws.

Processes portability assistance with accuracy and efficiency.

Reviews property owner/tenant dwelling leases and supporting documentation for program compliance.

Prepares and executes Housing Assistance Payment (HAP) contracts between MHB and participating property owner with accuracy and efficiency.

Prepares and executes rent and HAP adjustments, repayments agreements, compliance, and termination notices for program and lease violations.

Reviews and processes rent increases and/or decreases initiated by the property owner.

Reviews client requests and prepares file for review, i.e., program hardship policies, program moves/transfer, reasonable accommodation requests to make recommendations to management.

Conducts initial compliance reviews, and prepares and assists in termination process, including preparing conditional terminations, and hearing packets with a recommendation for review by management.

Makes recommendations to management on cancelling rent and utility assistance.

Briefs applicants on MHB, HUD, local, State, and Federal policies for eligibility, admissions, and continued assistance.

Briefs property owners on program requirements for Housing Quality Standard (HQS), MHB, local, State, and Federal policies, recruitment, and outreach methods for program participation.

Participates in self-sufficiency activities and departmental projects.

Attends meetings and participates on a variety on committees.

Stays abreast of job related regulations, guidelines, and procedures.

Performs related work as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

Completion of two years of college level coursework from a recognized college or university in social science, business administration, public administration, or a closely related field, preferably supplemented by a bachelor's degree, and a minimum of three years clerical experience including one year experience in a housing or property management environment; or a combination of education and experience equivalent to these requirements.

ESSENTIAL REQUIREMENTS OF THE WORK:

Good knowledge of federal regulations governing the operation and management of Housing Choice Voucher Program, Low Income Public Housing and/or other rental assistance programs.

Good knowledge of interviewing methods and techniques.

Good knowledge of professional business office practices and procedures.

Good knowledge of conflict resolution and problem solving.

Skill in entering data accurately and efficiently.

Ability to communicate clearly, concisely, verbally and in writing.

Ability to understand and perform basic mathematical calculations accurately and efficiently.

Ability to operate a computer and job related software programs and other general office equipment.

Ability to conduct housing inspections in compliance with HUD rules and regulations.

Ability to learn and enforce applicable building codes.

Ability to effectively explain Housing Choice Voucher and Low Income Public Housing program rules and regulations and MHB policies.

Ability to prepare oral and written reports.

Ability to maintain accurate records.

Ability to establish priorities and meet deadlines.

Ability to maintain clientele, staff, and agency confidentiality.

Ability to address tenants, participants and property owners in an objective and impartial manner with tact and diplomacy.

Ability to safely operate a motor vehicle and maintain insurance eligibility requirements of the employing agency.

Ability to establish and maintain effective working relationships with tenants, participants, property owners, other employees, and the general public.

PHYSICAL REQUIREMENTS: Ability to exert physical effort in sedentary to light work, which may involve some lifting, carrying, pushing or pulling of objects and walking, standing and sitting.

SPECIAL REQUIREMENT:

Must possess a valid driver's license from state of residence. Must possess and obtain within in one year from the date of employment a HUD Occupancy Specialist Certification.

DISTINGUISHING FEATURES OF THE WORK:

An employee in this class is responsible for conducting interviews and processing eligible households to determine eligibility for housing and related economic empowerment programs and projects managed or administered by MHB. Work is performed under the general supervision of the Housing Choice Voucher Operations Manager, Housing Manager, or other designated supervisor in accordance with the Mobile Housing Board Housing Choice Voucher Program (HCVP) Administrative Plan, Admissions and Continued Occupancy Policy (ACOP), Housing and Urban Development (HUD), and all other applicable laws, rules, regulations, policies and procedures. Supervision may be exercised over other employees as assigned.

WORKING TEST PERIOD (WTP):

6 months