



HOUSING SPECIALIST

Position Description

Under the direction of the Chief of Housing Choice Voucher Program, the Housing Specialist performs a wide range of activities related to determining and documenting participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher Program (HCVP) operations. The Housing Specialist may perform admissions, re-certifications, interim adjustments, rent increases and deal with both participant and landlord problems.

This is a full-time permanent position. A high level of data integrity and confidentiality is required. Part-time or full-time telework may be permitted with supervisor approval and with adequate home office furniture, equipment and security during the pandemic.

Responsibilities

Assist in the admissions and certification of families by:

- Conducting eligibility interviews with applicant and port-in families.
- Verifying accuracy and integrity of information provided by the client.
- Conducting criminal history checks on all adult members of applicant families.
- Determining eligibility of applicants from the waiting list, special admissions and port-ins.
- Informing ineligible families of informal meeting procedures.
- Determining Annual Income in accordance with HUD rules.
- Obtaining Enterprise Income Verification (EIV) or third-party verification of income (or documentation of why third-party verifications are not present).
- Calculating Adjusted Income correctly in accordance with HUD rules.
- Obtaining third party verification of deductions (or documentation of why third-party verifications are not present).
- Determining the Voucher amount for which each family qualifies in accordance with the Administrative Plan.
- Issuing Vouchers and briefing Voucher-holders, emphasizing housing opportunities outside areas of minority and low-income concentration.
- Setting-up complete and accurate files with all necessary participant-supplied documents and third-party verifications (or documentation of why third-party verifications are not present).

- Counseling families and referring them to appropriate human service agencies when possible.
- Assisting in mediation of tenant/landlord disputes.
- Preparing the HAP contract.
- Answering questions from landlords, tenants and public.
- Other duties as assigned.

Qualifications

The successful candidate for the Housing Specialist position will have previous experience with performing financial analysis and interpreting complicated documents. Experience with prioritizing work requests is essential, along with effective oral and written communication skills. Additional qualifications are:

- Strong interpersonal skills
- Strong willingness to help families with their need for housing.
- Ability to follow detailed policies and procedures.
- Ability to complete tasks accurately and in a timely manner.
- Ability to communicate effectively to people with diverse backgrounds both verbally and in writing.
- Ability to maintain effective working relationships.

Minimum Qualifications:

- Experience in working with low-income families; HCVP, rent calculations; or other PHA-related experience;
- Experience with Yardi Voyager software;
- Bachelor's Degree;
- Any combination of experience and education;
- Must be able to work from home.

Compensation

Negotiable

Non-Discrimination

HCHC firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other legally protected categories.

Application Process

Please e-mail a cover letter and resume to careers@househoward.org by **October 31, 2020**.