



Position: Housing Specialist
Reports to: HCV Director
FLSA Status: Non-Exempt
Compensation: \$16 to \$18/ hr depending on experience
Hours: Regular full-time (40 hours/week)
Deadline: Position remain open until filled

Principal Accountabilities of the Position

The Housing Specialist administers the Housing Choice Voucher (HCV) program within the guidelines of the Housing and Urban Development (HUD) regulations and Housing Works policies, as well as Federal, State and local regulations and policies. The Housing Specialist performs determination of initial and continued eligibility, maintaining accurate case files and interacting with landlords and tenants in a courteous and professional manner. The successful candidate champions the mission by working closely with other service agencies, landlords and community advocates to meet program participant's needs.

Role of the Housing Specialist

Understand and apply HUD and Housing Works administrative policies, guidelines and rules while determining program eligibility and qualifying applicants and landlords for the HCV program.

Through the initial intake process communicate with applicants the eligibility requirements for the HCV program in person, in writing or by phone. Determine continuing eligibility for current program participants by finalizing annual and interim reexaminations in a timely manner. Assist program participants in utilizing their voucher in other housing opportunities through the moving process within the Central Oregon area or by transferring to another Housing Authority through portability. Ensure that participants are following the family responsibilities under HUD regulations for HCV program and Housing Works policies.

Establish professional partnerships with prospective landlords by communicating the benefits of participating in the HCV program. Assist potential and current landlords by addressing any questions or concerns they might have about the HCV program. Assist to ensure that landlords receive monthly housing assistance payments in a timely manner by tracking all documentation and following up as necessary.

Remain in compliance with HUD regulations and Housing Works policies by maintaining client files, correct tenant calculations and accurate state and federal reporting. Maintain the agency's SEMAP scoring at "High Performance".

Must be able to maintain a high level of confidential customer service at all times and create an environment leading to individual dignity in all interaction with the public.

Essential Functions (All functions presumed timely and accurately in accordance with HUD regulations and Housing Works policies)

1. Process recertifications for each HCV participant on an annual basis. Prior to finalizing the recertification ensure that State of Oregon and HUD reports are printed and all applicable paperwork for recertification has been gathered, reviewed, verified and updated in the current software. Mail out notification letter of change and maintain client files. Certifications must be completed in a timely manner.
2. Process midyear changes (Interims) as they are reported in writing by HCV participants. Ensure that all applicable paperwork has been gathered, reviewed, verified and updated in the current software. Complete midyear changes and mail out notification letter in a timely manner.
3. Assist HCV participants in utilizing their housing voucher when transferring to another unit. Ensure that all applicable paperwork has been gathered, reviewed, and verified. Request initial inspection from Housing Quality Standard (HQS) Inspector in writing and follow up as needed. Once inspection has passed, request necessary documents from landlord and ensure that HAP contracts are executed. As unit transfer is completed, mail out confirmation letter. Perform follow up as needed timely and accurately.
4. Meet with potential program participants and review the Housing Choice Voucher program. Request proper documentation to perform necessary background check and confirm any previous program participation. Determine appropriate voucher size for the family and provide housing assistance estimates.
5. Enter Housing Assistance (HA) and Utility Assistance (UA) payments in preparation for monthly check processing.
6. Works closely with HQS Inspector to coordinate inspections as required under the Housing Choice Voucher Program.
7. Attend termination hearings for HCV participants regarding violations to their family responsibilities under the HCV program. Review the case and consult possible termination with Housing and Resident Services Director. Schedule, prepare and mail out applicable paperwork for termination hearing timely and accurately.
8. Work with HCV Director in coordinating openings and closings of HCV waitlists. Provide exceptional customer service during waitlist openings. Communicate openings with community partners and advocates. Perform follow up as needed timely and accurately.
9. Work with the HCV Director in monitoring accurate reporting and submissions through HUD's online systems of the Section Eight Management Assessment Program (SEMAP) and the Public and Indian Housing Information Center (PIC).
10. Build and maintain lasting relationships with community partners as it pertains to the Housing Choice Voucher Program.
11. Provide high level of customer service by maintaining professional and courteous communication when dealing with the public. Return phone messages and respond to emails in a timely manner.

Other Duties

- Performs effectively as a team player
- Values the ideas and opinions of others and routinely collects their input as part of the decision-making process
- Act with uncompromising integrity and ability to maintain strict confidentiality
- Maintains effective relations with tenants, landlords, partners and stakeholders
- Champions the mission, culture and objectives of the organization
- Other projects and activities as assigned

Minimum Education

- Associates Degree preferred in areas of social services or equivalent minimum 2 years' experience in social services or non-profit work
- Bilingual preferred

Working Conditions and Physical Requirements

- Primary activities are conducted within a well-lit, climate-controlled office
- Occasional trips to events, training or client locations require travel, evening or weekend hours and potential exposure to unpleasant weather conditions
- Ability to sit for extended periods and maintain the normal range of body motion
- Must be able to work effectively under the stress of multiple daily deadlines and commitments
- Occasional out-of-town trips may be required to attend special events and training sessions
- Work week is Monday through Friday during normal business-type hours (8am-5pm). Weekend hours may be required during special events or projects

Knowledge and Skills

- Ability to navigate through the HUD online Enterprise Income Verification (EIV) system, Department of Human Resources (DHR), Oregon Employment Department (OED), ect.
- Keyboarding and 10Key
- Operate standard office equipment including, but not limited to, computers, printers, copiers, scanners and projectors.
- Proficient in MS Word and Outlook E-mail Application. Ability to learn new computer software programs and applications. Fluent in internet applications.
- Have excellent customer service skills
- Ability to answer phones
- Prepare written and oral presentations
- Adhere to HUD Guidelines under the Housing Choice Voucher Program
- Maintains customer confidence and protects operations by keeping information pertaining to the Housing Choice Voucher under confidentiality
- Communicate with participants and property owners/landlords the responsibilities of the HCV program.
- Be able to multi-task
- Work with minimal supervision
- Valid Driver's License

To apply, email or fax resume and cover letter to our location.

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