

HOUSING SPECIALIST IDEFINITION

Under general supervision, performs responsible technical and public contact work to assist with the implementation of the Housing Authority's Section 8 Rental Assistance Program.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Informs potential applicants regarding policies, procedures and regulations of the Section 8 Rental Assistance Program; conducts pre-eligibility orientations and prepares related correspondence. Assists with Application Intake and maintenance of Section 8 Waitlist. Interviews applicants to determine eligibility for the Housing Choice Voucher Program in accordance with time schedules and criteria established by federal regulations. Verifies sources of income and other related data reported on application form; certifies those applicants who are determined to be eligible. Informs applicants of eligibility determination; arranges and schedules on and off-site meetings for potential voucher holders; conducts briefing sessions when issuing vouchers to explain the terms and conditions of the Housing Choice Voucher program. Advises participants, on an ongoing basis, regarding procedures and regulations. May refer participants to social service agencies for assistance in resolving financial, domestic or social problems. May serve as back-up for recertification interviews. Performs Housing Quality Standard (HQS) inspections on an as needed basis. Uses computer to keep records and retrieve information; writes letters and memos. Applies principles of Total Quality Service in Authority operations. Performs other functions as required.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level classification in the Housing Specialist series assigned to the Section 8 program. This classification differs from the Housing Specialist II in that it does not manage all aspects of a caseload, nor does it engage in the more sensitive discussions with clients concerning disputes and legal matters. However, it is responsible for the initial interviews with clients to determine their eligibility for participation in the program.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of experience in a Housing Authority supplemented by job-related college course work in human services, sociology, psychology, and accounting/finance, or any equivalent combination of training and experience which provides the following knowledge, skills and abilities.

Desirable Knowledge, Skills And Abilities

Knowledge of: interviewing techniques; methods of verifying data; general objectives and services of public housing programs.

Working knowledge of: location and services of local public and non-profit social services agencies, including job training and educational resources; computer applications in Housing Authority operations.

Skill in: operation of a personal computer.

Ability to: learn, understand, interpret, explain and keep current with State and Federal housing policies, procedures and regulations; secure and analyze facts, draw logical conclusions, exercise independent judgement and make decisions; recognize when participant's domestic or social problems exceed the scope of the City's programs, and refer individual to appropriate social service agency; communicate clearly and concisely, both orally and in writing; apply principles of Total Quality Service in Authority operations; establish and maintain effective working relationships with individuals from varying socio-economic and cultural backgrounds including housing program applicants, landlords, employees of social service agencies, co-workers and the general public in a culturally diverse community.

Special Minimum Requirements

Possession and retention of a valid California driver's license is a condition of employment.

Special Working Conditions

Willingness and ability to work irregular hours, including evenings and weekends as needed.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer learns housing assistance regulations readily and is proactive in keeping current with rule changes. Well organized and detail oriented, this individual is resourceful in securing necessary data to determine eligibility, works efficiently within prescribed timelines, and is able to adapt easily to transitions in work assignments. Dedicated to providing Total Quality Service, the Housing Specialist I is courteous, tactful and enjoys interviewing and assisting individuals from a wide variety of socio-economic and cultural backgrounds.

Class title change from Housing Representative I per Council Resolution No. 87-59,
effective 7-1-87

Reviewed: 10/00, 12/02, 05/08

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