

HOUSING SPECIALIST IIDEFINITION

Under direction, implements the Housing Authority's Section 8 rental assistance program to fulfill program objectives.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Manages client caseload and prepares required documentation to conform to Section 8 program guidelines. Informs, explains, advises and assists applicants and tenants regarding policies, procedures, and regulations of the Section 8 rental assistance program. Conducts initial and annual interviews with clients and determines program eligibility. Drives to and performs initial and annual inspections of rental units to ensure compliance with Housing Quality Standards. Negotiates rents, lease changes, occupancy and maintenance standards, and related conditions of contract agreements with property owners or managers. Conducts briefing sessions and assists applicants in locating suitable accommodations. Refers tenants to social service agencies for assistance in resolving financial, domestic or social problems. Investigates difficult and/or sensitive problems and/or disputes between tenants and property owners or between tenants/owners and the Housing Authority. Seeks to resolve disputes and eliminate or mitigate problems through counseling, mediation and/or enforcement of administrative rules and regulations. Motivates tenants and provides information on resources available for families to achieve goal of self-sufficiency. Tracks/monitors client progress. Uses computer to keep detailed case records and retrieve information; writes reports, letters, memos and correspondence; organizes case files. Applies principles of Total Quality Service in Authority operations. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the journey level class in the Housing Specialist series. Incumbents perform duties independently and are responsible for handling tenant/owner disputes requiring a thorough knowledge of Section 8 and the application of well-developed counseling and mediation skills.

This class differs from the next lower entry-level class of Housing Specialist I due to the greater scope and complexity of duties performed, and the emphasis on mediation of tenant/owner disputes, which involve sensitive human relations and legal issues.

This class differs from the next higher class of Senior Housing Specialist in that the latter functions at the advanced journey level, trains less experienced staff and assists supervisors with outreach, formulation of procedures and special projects as needed.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to two years of progressively responsible experience in case management in a Housing Authority supplemented by college level coursework in human services, sociology, psychology, or other related disciplines, or any equivalent combination of experience and training which provides the following knowledge, skills and abilities.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: objectives, operation and services of public housing programs; federal rules and regulations pertaining to Section 8 rental assistance programs; real property management; laws pertaining to the rental of real property; the Santa Ana housing rental market; interviewing techniques and methods of verifying data; local public and non profit social service agencies, including job training and educational resources; personal computer operations.

Skill in: managing heavy caseloads and completing required paperwork within strict timelines; counseling individuals from various socioeconomic and cultural backgrounds; mediating disputes between tenants and property owners.

Ability to: understand, interpret, explain and apply Section 8 rental assistance program rules, regulations, policies and procedures; exercise independent judgment and make decisions; work effectively with frequent interruptions and effectively manage transitions in work assignments and priorities; communicate clearly and concisely, both orally and in writing; apply principles of Total Quality Service in Authority operations; establish effective working relationships with clients, landlords, property managers, employees of social service agencies, co-workers and the public in a culturally diverse community.

SPECIAL MINIMUM REQUIREMENTS

Possession and retention of a valid California Class C Driver's License is a condition of employment.

SPECIAL WORKING CONDITIONS

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

DESIRABLE CHARACTERISTICS

Successful performers establish rapport and work effectively with both low-income rental program applicants and participating landlords. They are resourceful in securing necessary data to determine eligibility and skilled in mediating owner-tenant disputes. These individuals communicate effectively and exercise good judgment in the decision-making process.

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

Reviewed: 05/04, 08/05

ADA Approved: 05/04