



HOUSING OPPORTUNITIES

of SW Washington

Connecting people to homes, hope and opportunity. *Jennifer Westerman, CEO*

POSITION TITLE:	Housing Specialist
DEPARTMENT:	Rent Assistance
SUPERVISOR:	Occupancy Supervisor
SALARY RANGE:	Grade F, \$23.44 - \$27.99 /Hour
HOURS:	8:00-5:00 Monday – Friday, Flexible
LOCATION:	HOSWWA Main Office

POSITION OVERVIEW:

This position administers all the Authority's Housing/Rent Assistance Programs to ensure fair, compassionate, and cost-effective provision of housing services to eligible households.

JOB DUTY OUTLINE:

1. Program Promotion
 - a. Explain the program to applicants, landlords, and the general public.
 - b. Respond to questions regarding the program.
 - c. Ensure full, effective utilization of the program funding.
 - d. Read, reference, and maintain familiarity with PHA Administrative Policies.
2. Administration of Program Subsidy
 - a. Preapplications
 - i. Screen and determine applicant eligibility
 - ii. Briefings/interviews
 - iii. Explain program benefits
 - iv. Explain methods of locating suitable units
 - v. Explain HUD, TBRA or other program vouchers
 - vi. Explain rent guidelines
 - vii. Explain utility allowances and programs deductions
 - viii. Explain agency, owner, and participant responsibilities
 - ix. Respond to applicant questions
 - x. Request verifying information such as proof of incomes, citizenship, divorce decrees and other pertinent information
 - xi. Issue program voucher or other subsidy documents
 - xii. Determine unit is income qualifying, and eligible for inspection
 - xiii. Upon unit approval, process final contact documents
 - b. Re-certifications
 - i. Determine which tenants require re-certification based on caseload balance, no later than 100 days prior to anniversary date.
 - ii. Review all recertification documents and requests for rent increases
 - iii. Make all appropriate changes in the software to ensure correct rent payment on a family's behalf
 - iv. Send notices of rate changes to landlords and participants

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- v. Complete annual and interim checklists on all participant files to verify requested data has been received and verified
- vi. Assist clients during moving periods, including within and outside of PHA jurisdiction using portability
- c. Rent Calculations
 - i. Calculate rent shares using HUD/program formulas
 - ii. Applicable participant income, assets, and deductions
 - iii. Recalculations to rent as factors such as household size and relationships change
 - iv. Update and reconcile monthly rent assistance payments
- d. Reports/Audits
 - i. Monitor caseload recertification schedules
 - ii. Compile monthly status reports
- e. Administration/Systems Development
 - i. Initiate memos, correspondence, and letters for case load
 - ii. Develop and maintain filing system and working documents
 - iii. Maintain follow-up system on case files or other functions requiring periodic action
- f. Public Relations
 - i. Respond to inquiries and complaints from applicants, participants, landlords, and the general public. Analyze data and follow procedures to address concerns
 - ii. Document as appropriate
 - iii. Act as liaison between landlords, participants, and the community
 - iv. Maintain a high level of tact, compassion and professionalism while working with co-workers, landlords, applicants, participants, and the community
 - v. Attend and conduct presentations as necessary to local service agencies and groups
- 3. Other Duties as Assigned

SKILLS AND ABILITIES

1. Ability to make independent work decisions based on program guidance
2. Ability to maintain complex filing system.
3. Skill and ability to communicate with a diverse group of public clients, with varying income and housing needs.
4. Ability to maintain composure in stressful situations.
5. Demonstrated analytical and problem-solving skills.
6. Ability to establish effective working relationships with co-workers, clients, partners, and general public.
7. Must be able to perform multiple tasks and varying caseloads.

QUALIFICATIONS (Education/Experience):

1. Education: High School Diploma or G.E.D.
2. Experience: Two years of experience working with public housing programs with emphasis in Section 8/HUD Programs.
3. Equipment used: Computer and printer, ten-key calculator, photocopier, FAX machine, multi-line telephone.



4. Direct knowledge or ability to learn and retain knowledge of specific program procedures, policies, and regulations.
5. Must pass a background check.
6. Must be eligible to work in the United States.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 40 hours per year.

Other benefits include an Employee Assistance Program (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

WORKING ENVIRONMENT:

Housing Specialists work primarily in a functional office environment.

PHYSICAL: Most of the position's functions are performed in an office environment requiring sitting, standing, kneeling, reaching, pushing, pulling, and lifting files.

MENTAL: In addition to the mental skills required to understand policies, procedures and practices, the incumbent must be capable of maintaining a composed, professional attitude under pressure from landlords, applicants, and tenants.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.



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