

## **HOUSING PROGRAMS SPECIALIST**

### **DEFINITION**

Under general supervision, independently performs complex and specialized duties in the administration of rental assistance programs in the Housing Department of the Santa Clara County Housing Authority (Agency); and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Housing Programs Supervisor or Housing Programs Manager. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the journey-level class of the housing programs series that independently performs a variety of complex, highly responsible, and specialized functions associated with the administration of rental assistance programs. The work has technical and programmatic aspects, requiring the interpretation and application of regulations, policies, and procedures and involves frequent contact with Agency staff and the public, as well as performing various research functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department. This class is distinguished from the Housing Assistant by performing specialized departmental functions and by the assignment of caseload management duties. This class is further distinguished from the Housing Programs Supervisor in that the latter is the full supervisory-level class in the series and responsible for supervision of lower-level staff.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Conducts comprehensive reviews of rental assistance client case files to ensure eligibility determinations, rental assistance calculations, case management activities, and documentation are accurate, complete, and in accordance with Agency policies and procedures and applicable funding source rules and regulations; refers sensitive, highly complex issues to the Housing Programs Supervisor for resolution.
- Reviews data, evaluates applicable rules and regulations, and makes determinations of client eligibility for program assistance; reviews client intake files for accuracy and completeness and approves processing.
- Receives referrals of alleged program fraud or abuse from Agency staff, calls, representatives of governmental agencies, or the public and refers allegation to Housing Compliance Team, and assists with investigation and administrative hearings as required.
- Responds to contacts from clients, property owners, informants, representatives of other governmental agencies, legal counsel for clients, Agency staff, and others; documents procedural errors and other problems in case files and returns them to the Housing Supervisor for follow up action.
- Assumes full responsibility to conduct certifications and re-certifications, tenant's eligibility determination to move, rent surveys of assigned area; determines reasonable rents; negotiates rents; prepares and executes Housing Assistance Payment (HAP) contracts, processes contract rent adjustments; performs Section 8 program briefing, and a variety of research in the handling of caseloads; researches files and case history documents, including calculating appropriate rents and reimbursing clients or collecting overpayment in Housing Assistance Payment as necessary.
- Initiates and participates in the resolution of software data discrepancies.
- Maintains continuing interactions with other Agency departments and outside public agencies; responds to inquiries from owners, agents or tenants concerning their housing issues; notifies appropriate parties of their related rights and responsibilities; assists with mediation of issues.
- Reviews rent registers and verifies compliance with reasonable rent requirements and housing program guidelines to enforce rent restriction and affordability levels; conducts Housing Quality Standard (HQS) inspections and informs property owners of required improvements.
- Answers questions and responds to complaints from clients, landlords, and the public; explains Agency policies and procedures and available courses of action; pulls case records, conducts research regarding problems or concerns, and takes follow-up corrective action as appropriate.
- Develops and maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.

- Researches, compiles, analyzes, and organizes information and data from various sources on a variety of specialized topics related to assigned areas; develops management reports and recommendations regarding improvements in procedures, control processes, and employee training programs; checks and tabulates standard mathematical or statistical data.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

An associate degree with coursework in social work, business, or public administration, and three (3) years of responsible experience in performing eligibility determination and caseload management with an assisted housing or other social services program. Bachelor's degree preferred.

### **Licenses and Certifications:**

None.

### **Knowledge of:**

- Agency administrative regulations, policies, and procedures governing rental assistance program.
- Eligibility, recertification, and case management practices and procedures.
- Principles, practices, and techniques in conducting investigations, documenting findings for use in administrative proceedings, and conducting administrative hearings.
- Conflict resolution and mediation skills.
- Interviewing and negotiation techniques and principles.
- Applicable Federal, State, and local laws, codes, regulations, and departmental policies, technical processes, and procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles of business letter writing and record-keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

### **Ability to:**

- Perform specialized and technical eligibility and case management work with accuracy, speed, and minimal supervision.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the division and the Agency in administrative hearings and meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and other software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.