

HOUSING SPECIALIST 1-3

CLASS DESCRIPTION

General Responsibilities:

This is responsible paraprofessional work in the Community Development Authority (CDA) Operations Division. Under the general supervision of the Housing Assistance Program Supervisor, work involves the primary day-to-day responsibility to perform technical administrative assistance in the delivery of rent services and caseload management duties as related to the administration of the Section 8 Housing Choice Voucher Program, regulated by the Department of Housing and Urban Development. Employees in this position coordinate many projects, and work as a member of the Housing Operations Central Office staff. The work involves the exercise of judgment, discretion and initiative in performing specific, on-going program support activity involving determination of initial and continued eligibility, maintaining accurate and efficient case files and confidentiality of client information.

Movement to the Housing Specialist 2 level is based on increased knowledge and expertise, and taking on a Section 8 Voucher program to manage, generally after 2 years as a Housing Specialist 1. Movement to a Housing Specialist 3 would not be automatic but would be dependent on department needs and would generally occur through a competitive process.

Housing Specialist 1

This is the entry level of the Housing Specialist career progression series. This work is characterized as basic administrative support work in the implementation of Section 8 housing assistance programs, which includes managing a caseload of clients. The work is performed under the close supervision of higher level technical staff including the Housing Assistance Program Supervisor and is reviewed in progress and upon completion.

Housing Specialist 2

This is skilled and advanced level work in the implementation of Section 8 housing assistance programs, which includes managing a caseload of Section 8 housing clients. The work at this level differs from the Housing Specialist 1 in that a specific Section 8 special voucher program is assigned to monitor, analyze, and manage. Under general supervision, employees are expected to exercise professional judgment and discretion within established parameters.

Housing Specialist 3

This is responsible advanced-level lead work in the implementation of Section 8 housing assistance programs. Work is characterized by considerable judgment, discretion and expertise in the area of Section 8 housing assistance programs and the Section 8 special voucher programs, and leads a small group of Housing Specialist staff. Under general

supervision, the employee work with a high degree of independence in meeting specified objectives.

Examples of Duties and Responsibilities:

Housing Specialist 1

Manage a caseload of clients within the Section 8 Voucher program. Schedule and conduct group orientations to advise potential clients of program requirements, rights and obligations. Process program applications and recertifications to determine eligibility (in conformance with Federal Section 8 program requirements). Interview program applicants and participants to gather relevant information. Accept or reject program applications. Terminate program participants for cause. Obtain and/or develop documentation necessary to support decisions.

Process certifications and recertifications (e.g. insure that proper verifications are included). Calculate contract rent to landlord, tenant's share, CDA's share and tenant's utility allowance in accordance with federal regulations. Coordinate tenant interviews and unit inspections. Insure that applicants/current tenants meet program regulations, and process transfers or terminations from the program.

Maintain related records and files, and perform all pertinent calculations consistent with program requirements and operating procedures.

Communicate with prospective and current tenants and landlords regarding HUD guidelines and department policies governing acceptable housing units. Work to promote the objectives of the program by helping tenants identify and obtain suitable housing. Work to obtain rent changes (with landlords) in order to help units qualify for the program. Process acceptable rent on increases for tenants. Discuss with tenants and landlords their rights and obligations under the terms of program contractual agreements, especially in cases where eviction may be necessary. Testify in small claims court as appropriate.

Inspect housing units in accordance with applicable Housing Quality Standards. Establish that housing units are free from apparent hazardous conditions and provide appropriate living accommodations (e.g., kitchen and bathroom facilities). Re-inspect units with deficiencies to establish compliance. Perform annual inspections for all units currently encompassed within the Section 8 Program. Perform interim inspections, including damage inspections, complaints, etc. Maintain inspection records and relevant documentation.

Perform surveys of rents within the City of Madison and determine comparability of units proposed for use under the Section 8 Existing Housing Program. Maintain communications with landlords, tenants and the community and assist with the set up and presentation of Landlord and Advocate training.

Participate in the development of work processes, administrative procedures and general program communications. Coordinate related administrative and inspection support activities as appropriate.

Perform related work as required.

Housing Specialist 2

Perform the work of a Housing Specialist 1, with a higher degree of initiative, judgment and discretion.

Monitor, analyze and manage a Section 8 special voucher program.

Perform related work as required.

Housing Specialist 3

Perform the work of a Housing Specialist 2.

Provide expertise, guidance and support to lower level-staff on their Section 8 case management and Section 8 special voucher programs.

Plan, coordinate and oversee the work of intermittent workers, interns and/or designees as assigned. Provide training and leadership to lower-level staff.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Housing Specialist 1

Two years of administrative and clerical experience which involved some independent responsibility for an office function which involved significant interaction with the public, and interpretation/application of governing standards. Such experience would normally be supplemented by business and/or accounting courses. Possession of a Bachelor's Degree from an accredited college or university may be substituted for the experience requirements. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Housing Specialist 2

Two years of experience in administering Section 8 housing programs.. Such experience would normally be supplemented by business and/or accounting courses. Possession of a Bachelor's Degree from an accredited college or university may be substituted for two years of experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Housing Specialist 3

Two years of experience in administering Section 8 housing programs. Such experience would normally be supplemented by business and/or accounting courses. Possession of a Bachelor's Degree from an accredited college or university may be substituted for two years of experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Housing Specialist 1

Working knowledge of applicable office procedures, methods and equipment. Working knowledge of and ability to use computer software applicable to the duties of the position. Knowledge of standard housing practices relative to tenant/landlord relationships. Knowledge of standard recordkeeping procedures. Knowledge of basic property maintenance terminology. Ability to learn and interpret applicable housing standards. Ability to physically identify non-compliance factors. Ability to develop and maintain effective working relationships with a diverse socio-economic client group. Ability to communicate effectively both orally and in writing. Ability to effectively represent the program and the interests of program participants and landlords. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to interpret regulations and make decisions within prescribed policy. Ability to exercise discretion in applying policies and procedures. Ability to organize work independently and to meet mandated deadlines. Ability to make related mathematical computations. Skill in interviewing clients in order to gather pertinent information. Ability to compose correspondence. Ability to develop and maintain records consistent with program requirements. Ability to perform incidental typing as may be required. Physical strength, coordination and acuity necessary to conduct field inspections under variable weather conditions. Ability to organize, record and present inspection data. Ability to maintain adequate attendance.

Housing Specialist 2

Thorough knowledge of office procedures, methods and equipment. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of standard housing practices relative to tenant/landlord relationships. Working knowledge of standard recordkeeping procedures. Working knowledge of basic property maintenance terminology. Ability to develop and maintain effective working relationships with a diverse socio-economic client group. Ability to communicate effectively both orally and in writing. Ability to effectively represent the program and the interests of program participants and landlords. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to exercise discretion in applying policies and procedures.

Ability to interpret regulations and make decisions within prescribed policy. Ability to maintain accurate and complete financial records and track disbursements. Ability to organize work independently to meet mandated deadlines. Ability to make related mathematical computations. Skill in interviewing clients in order to gather pertinent information. Ability to compose correspondence. Ability to develop and maintain records consistent with program requirements. Ability to perform incidental typing as may be required. Ability to maintain effective working relationships. Physical strength, coordination and acuity necessary to conduct field inspections under variable weather conditions. Ability to organize, record and present inspection data. Ability to maintain adequate attendance.

Housing Specialist 3

Thorough knowledge of office procedures, methods and equipment. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of standard housing practices relative to tenant/landlord relationships. Working knowledge of standard recordkeeping procedures. Working knowledge of basic property maintenance terminology. Ability to develop and maintain effective working relationships with a diverse socio-economic client group. Ability to communicate effectively both orally and in writing. Ability to effectively represent the program and the interests of program participants and landlords. Ability to show empathy and compassion in difficult situations. Ability to deal tactfully and firmly with potentially hostile individuals. Ability to exercise discretion in applying policies and procedures. Ability to interpret regulations and make decisions within prescribed policy. Ability to maintain accurate and complete financial records and track disbursements. Ability to organize work independently to meet mandated deadlines. Ability to make related mathematical computations. Skill in interviewing clients in order to gather pertinent information. Ability to compose correspondence. Ability to develop and maintain records consistent with program requirements. Ability to perform incidental typing as may be required. Ability to maintain effective working relationships. Physical strength, coordination and acuity necessary to conduct field inspections under variable weather conditions. Ability to organize, record and present inspection data. Ability to maintain adequate attendance.

Necessary Special Qualifications:

Possession of a valid driver's license.

Housing Specialist 1

Ability to obtain Subsidized Housing Eligibility/Income and Rent Calculation/Occupancy Standards Certifications from a CDA approved training organization within the probationary period. Failure to obtain the required certifications will result in forfeiture of the position, absent extenuating circumstances.

Housing Specialist 2 and 3

Ability to maintain Subsidized Housing Eligibility/Income and Rent Calculation/Occupancy Standards Certifications.

Physical Requirements:

Incumbents must be able to physically access housing units in order to perform inspections. This may include climbing stairs and bending, stooping, reaching above the head, and performing other physical movements in order to perform inspections. Inspections may be performed in all weather conditions.

Department/Division	Classification	Comp. Group	Range
CDA Housing Operations	Housing Specialist 1	20	11
CDA Housing Operations	Housing Specialist 2	20	13
CDA Housing Operations	Housing Specialist 3	20	14

Approved: _____
Harper Donahue
Interim Human Resources Director

_____ Date