

Position Title:	Housing Choice Voucher Eligibility Specialist (formerly Section 8 Eligibility Specialist) (Full-Time)		
Reports to:	Housing Operations Director	Starting Rate:	\$12.50 – 15.50 hourly
Department:	Housing Operations	Date:	October 2019

General Statement of Duties:

Under the immediate supervision of the Housing Operations Director, the Housing Choice Voucher Specialist assists in ensuring the efficient operation of the Housing Choice Voucher Rental Assistance Program by providing general support in the areas of program eligibility information to dissemination, appointment scheduling and related responsibilities. Accept applications for Housing Choice Voucher waiting list; handle all Housing Choice Voucher eligibility information calls and refer to appropriate staff members when necessary; carry out necessary department clerical duties, including typing and filing; review files with tenants during counseling and briefing appointments to verify accuracy and timeliness of information, informing tenants of additional verifications needed when necessary, assist with development of Housing Choice Voucher monthly schedules, establish daily work plan for self and complete department's portion of monthly workload; perform other duties as assigned by the Housing Operations Director.

Essential Job Functions (Illustrative Only):

1. Accept applications for Housing Choice Voucher waiting list when appropriate waiting list is open.
2. Determine the verifications needed to accurately evaluate applicant's income and family composition eligibility by preparing and submitting to appropriate sources (i.e. Social Security Administration, Department of Social Services, Virginia Employment Commissioner and/or Personnel Offices, Veteran's Administration, etc.).
3. Establish and maintain contact with these appropriate sources to coordinate final eligibility procedures for all Housing Choice Voucher housing.
4. Conduct interviews and counsel prospective and current program participants by thoroughly explaining the Housing Choice Voucher Program, including

fraud, proper maintenance of units and tenant responsibilities.

5. Issue certificates of Family Participation to applicants according to the Housing Choice Voucher waiting list procedures and counsel certificate holders.
6. Assist in monthly recertification briefings and review tenant file with tenant (assemble verifications and data for lease renewal).
7. Assemble, prepare and type recertification's, new cases, closeouts and/or interim changes by computing Total Tenant Payment. Housing Assistance Payments based on family composition, allowances, deductions and assets.
8. Make copies of and mail to tenants and landlords Housing Choice Voucher leases and Housing Assistance Payment Contracts.
9. Calculate rent increase requests from landlords to ensure that increases do not exceed annual adjustment factor and fair market rents.
10. Key monthly data into computer including all Housing Choice Voucher recertification's, new cases, closeouts and/or interim changes. Data must correlate and balance with monthly worksheet and approval register.
11. On daily basis greet tenants, landlords and prospective applicants to ensure that waiting individuals are serviced.
12. Handle incoming telephone calls.
13. Perform other duties as assigned.

Required Knowledge and Abilities:

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

1. At least one-year experience in housing field or related field preferred.
2. Thorough knowledge of Housing Choice Voucher Rental Assistance Program regulations and policies.
3. Ability to follow oral and written instructions such as HUD regulations, policies

and laws in order to apply accurate guidelines and standards to perform work assignments.

4. Considerable ability to work with people from disadvantaged situations.
5. Ability to obtain information through oral questioning sufficient to gather information needed to assess the applicant's situation within time constraints.
6. Ability to explain rental assistance program in a manner sufficient for explanation to be comprehended easily by individuals in varied backgrounds.
7. Ability to analyze oral and written data, recognizing gaps and conflicting information to assure completeness and accuracy for decision making.
8. Ability to understand technical and legal forms and documents.
9. Ability to perform mathematical functions with accuracy.
10. Considerable interviewing and counseling skills.
11. Ability to communicate orally and in writing.
12. Ability to work with landlords and tenants and human services resources.
13. Ability to work under pressure and to be flexible to make decisions and establish guidelines and perform work responsibilities.
14. Ability to initiate work projects and function independently.
15. Ability to respect privacy and confidentiality of client interview, information and tenant files.
16. Ability to disseminate, discuss and discern information.
17. Ability to organize daily and monthly workload.
18. Data entry computer skills

Physical Requirements:

Sufficient manual dexterity to allow operation of a variety of automated office machines, i.e. computer keyboard, copy machine, printer, fax machine, telephone, typewriter, etc.

Special Requirements:

1. Valid Drivers license required and must maintain eligibility for coverage under the Authority's automobile insurance.
2. Must pass a drug screen.
3. Must supply a criminal background record check.

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