

HOUSING AUTHORITY CITY OF KENNEWICK (KHA)
JOB DESCRIPTION

TITLE: Housing Choice Voucher (HCV) Section 8 Housing Program Specialist (Case Manager)

REPORTS TO: HCV Supervisor/KHA Compliance Director

CLASSIFICATION: Non-Exempt

POSITION SUMMARY:

Responsible for administering the Housing Choice Voucher (Section 8) program in accordance with the KHA, Department of Housing & Urban Development (HUD), Federal, State, local regulations and policies Position holder performs a variety of technical case management duties involving determination for initial and continued eligibility, maintains accurate and organized case files. Kennewick Housing Authority is an Equal Opportunity Employer M/F/H/V

Essential Duties & Responsibilities: The following represents the essential duties of the position; however this job description is not intended to be all inclusive. The KHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

Performance Area #1: Section 8 Housing Choice Voucher Program Day-to-Day Case Management Activities

Responsible for all aspects of the program in accordance with KHA's HCV Administrative Plan, HUD and all other applicable Federal, State and local policies and regulations.

- Determine a participant's continued participation on time and with courtesy, accuracy and efficiency;
- Calculate participant rent for initial income exam, interim, annual and special re-examinations with courtesy, accuracy and efficiency;
- Responsible for maintaining accurate client computer-based and physical case files and records;
- Reviews case files for program compliance to assure all documentation, information and signatures are current, complete and accurate as required by the KHA, HUD policies and regulations, and all other applicable Federal, State and local laws;
- Organizes and maintains HCV participant files in the KHA-approved file format;
- Processes participant housing assistance for portability with courtesy, accuracy and efficiency;
- Reviews landlord/tenant dwelling leases and supporting documentation for program compliance;
- Prepares and executes Housing Assistance Payments (HAP) contracts between KHA and participating landlord/owner with courtesy, accuracy and efficiency;
- Prepares and executes rent and Housing Assistance Payment (HAP) adjustments, repayment agreements, compliance and termination notices for program and lease violations;
- Reviews and processes landlord initiated rent increases and/or decreases;
- Briefs applicants to explain program requirements regarding KHA, HUD, local and State & Federal policies for admissions and continued assistance;
- Brief landlords/owners on program requirements, Housing Quality Standards (HQS), KHA, local, State and Federal policies;
- Timely notification of participants via mail and/or email of any changes that impact their HAP contract and KHA program rules and regulations;
- May mediate complaints and lease violations between tenant and landlord/owners. Provide accurate information to tenant and landlord/owner's questions, disputes, program rights and responsibilities;
- Responsible for maintaining tracking spreadsheet for program utilization.

Performance Area #2: Investigate Allegations of Fraud or Program Abuse & Participation in Informal Review/Hearing Process

- Investigate complaints or suspicions of fraud or program abuse, document and take timely, appropriate action per KHA, HUD, Federal, State and local policies and regulations;

- Schedules informal reviews, appeals or hearings and explains procedure to program participants. Takes appropriate action based on hearing findings;
- Develop informal review/hearing file and present to Hearing Officer;
- Accurately testify as a part of the informal review/hearing process, if testimony from Housing Specialist is required.

Performance Area #3: Essential Administrative Tasks

- Attend *All Staff* meetings each month;
- Remain current and informed of legislative and regulations, PIH Notices, and implement new procedures as required;
- Attend required training and provide training to other staff and/or participants to ensure compliance with KHA, Federal, State and local policies and guidelines;
- Maintain awareness of local social service agencies and community resources to provide information and referral services to applicants and participants;
- When Receptionist and/or Intake/Eligibility Coordinator are not available, provide front desk receptionist coverage;
- Assist with annual archiving/purging of participant files;
- Maintain participant, applicant, staff and agency confidentiality;
- May be assigned to assist with Rental Assistance Demonstration (RAD) conversion tasks;
- Must be a team player and have the ability to work cohesively with all members of the HCV Team;
- If administering special programs, may be assigned tasks specific to the administration of the special voucher program.

Other Job Functions:

- May conduct recruitment and outreach for program participation and/or may participate in “Stand Down” or “Homeless Connect” or “Point-in-Time Count” public events;
- May assist in change of ownership tasks, as assigned;
- May be asked to assist the Intake/Eligibility Coordinator and appropriate staff in maintaining applications and program waiting list(s) in accordance with the Housing Authority, HUD, State and Federal regulations and policies;
- May prepare and maintain weekly, monthly, quarterly and annual program utilization reports;
- May assist with the mailing of appropriate notices and correspondences to applicants and program participants for waiting list placement;
- May assist in annual review of the Fair Market Rent (FMR) study, responsible for obtaining information and documentation for Rent Reasonableness data;
- May assist with SEMAP or other peer monitoring tasks, as assigned;
- May serve as a member of the Safety Committee;
- Perform other duties as assigned.

Working Conditions:

Physical: Majority of the duties are performed in an office environment while sitting at a desk or standing performing clerical/administrative functions. Use of computer system and office equipment is mandatory to the performance of the job duties. In some cases, duties will require performing minor physical activity for the maintenance of the agency master archive file system or distributing agency literature or tenant notices, which takes place in an inside and outside environment.

Mental: The ability to work accurately and promptly in performing multiple clerical and administrative functions with frequent interruptions and minimal supervision. Employee must be capable of working closely and cooperatively with immediate supervisor, KHA’s Management Team, and co-workers. The position also requires open, active and positive communication with the KHA Team, the general public, landlords, and public officials.

Mandatory Requirements:

- **Education & Experience:** Two years of experience in a public housing authority, market rate property management company, tax credit program, and/or non-profit, public service or homeless housing experience is interchangeable with a college degree. A two (2) year college degree in Human and/or Social Services, Accounting/Bookkeeping, or Business Administration, or combination for a total of two (2) years of experience/education in a related field is acceptable;

- Possess and maintain a Washington State Driver's License and evidence of a good driving record for pre and continued employment, if license is from another state, a Washington State Driver's License must be secured within 30 days of employment;
- Ability to successfully pass a pre-employment drug screening test and pre-employment criminal background check;
- Knowledge of professional business office practices and procedures;
- Keyboarding skills (40 wpm), ability to operate a computer and computer software programs (MS Word and Excel) along with other general office equipment; aptitude to quickly learn Lindsey or other housing management software system.

Ability to:

- Become quickly knowledgeable with regard to Fair Housing and Washington State Landlord/Tenant Laws;
- Become knowledgeable of HUD subsidized housing programs;
- Become knowledgeable of administrative procedures, policies and program regulations as they pertain to HUD's Section 8 Housing Choice Voucher Program;
- Work effectively, accurately with frequent interruptions and meet short-term deadlines under pressure;
- Be personally bondable, dependable, work with little supervision and be self-directed;
- Communicate effectively orally and in writing;
- Organize and establish priorities for work with courteousness, compassion and in a tactful manner;
- Speak effectively to applicants, participants, landlords, general public and public officials.

Licenses, Certificate and Other Requirements

- Must possess and maintain a State Driver's License and evidence of a good driving record for pre and continued employment. If driver's license is not through Washington state, must possess a valid Washington State Driver's License (within 30 days of employment);
- Successfully complete the Section 8 Housing Choice Voucher Rent and/or Occupancy certification training course and pass the certification test within nine months of hire date;
- Successfully complete the Fair Housing and other assigned training modules within 90 days of employment;
- Ability to become certified on CPR and basic First Aid techniques when scheduled by KHA.

Although not required for this position, the ability to read, write, speak and translate into languages other than the English Language (Spanish, Arabic, Burmese, Russian or other languages) is viewed as a positive trait and would be utilized in this position.