

**HOUSING AUTHORITY CITY OF KENNEWICK (KHA)
JOB DESCRIPTION**

TITLE: Lilac Homes On-Site Case Manager

REPORTS TO: Senior Property Manager

CLASSIFICATION: Non-Exempt

POSITION SUMMARY:

Responsible for management of the Lilac Homes 100% homeless housing project in accordance with the KHA, Department of Housing & Urban Development (HUD), Federal, State, local regulations and policies and Washington Landlord/Tenant Act for the 16 participants living at the Lilac Homes community. Employee to coordinate with DSHS staff on the four (4) units with DSHS assistance. This is a 20 hour per week position. Position holder performs a variety of technical case management duties involving determination for initial and continued eligibility, maintains accurate and organized case files. Employee also serves as the site manager and family self-sufficiency/service coordinator for this community. 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. KHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

Performance Area #1: Site Management/Family Self-Sufficiency/Service Coordination Activities

Responsible for on-site management activities and working in conjunction with maintenance staff to keep community decent, safe and sanitary

- Work with prospective tenants and supervisor to show vacant unit and once unit is accepted; complete lease up activities with new tenant;
- Work with tenants on a daily basis to assist tenants in maintaining compliance with the terms of lease agreement; address lease violations after consultation with supervisor;
- Continue to work with client during tenancy in order to address concerns; encourage work activities;
- Monitor usage of computer kiosk; assist residents in accessing training opportunities; linkages with Work Source and other employment opportunities;
- Assist tenants who need linkages to services such as social security, Medicaid, health care providers, transportation, or other service providers;
- Work in conjunction with the Family Self-Sufficiency Coordinator to sign-up families for FSS program;
- Periodic walk-through of property; sanitization of laundry room and common areas within Tenant Services building;
- Ongoing on-site monitoring activities.

Performance Area #2: 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;
- May calculate participant rent for initial income exam, interim, annual and special re-examinations with courtesy, accuracy and efficiency;
- Coordinate with DSHS personnel for the three units with DSHS rental assistance; provide office space for DSHS personnel to meet with their client, if requested;
- 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 participant files in the KHA-approved file format;

- May prepare and execute rent and Housing Assistance Payment (HAP) adjustments, repayment agreements, compliance and termination notices for program and lease violation;
- May brief applicants to explain program requirements regarding KHA, HUD, local and State & Federal policies for admissions and continued assistance;
- Timely notification of participants via mail and/or email of any changes that impact their HAP contract and KHA program rules and regulations;
- Responsible for maintaining tracking spreadsheet for program utilization.

Performance Area #3: Investigate Allegations of Fraud or Program Abuse & Participation in Informal Review/Hearing Process

- Investigate or assist with the investigation of complaints or suspicions of fraud or program abuse, or lease violations and 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 is required.

Performance Area #4: 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; establish linkages with other social service agency providers;
- May attend Human Services Coalition meetings;
- May assist with annual archiving/purging of participant files;
- Maintain participant, applicant, staff and agency confidentiality;
- Must be a team player and have the ability to work cohesively with all members of the HCV Team;
- Continue to complete mail log-in and other reception-desk related activities for approximately 12 hours per week.

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 pick up laundry room and other common areas on the Lilac Homes site;
- 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. Periodic monitoring throughout the community is a required function of this position.

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:** Preferably two years of experience in a public housing authority, market rate property management company, tax credit program, and/or non-profit, public service entity. Homeless housing experience is desirable. A two (2) year college degree in Human and/or Social Services, Accounting/ Bookkeeping, or Business

Administration is acceptable, 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.

Note: Due to the nature of the on-site duties of this position, this position is not eligible for remote teleworking from an employee's home.