

## HOUSING AUTHORITY CITY OF KENNEWICK (KHA)

### JOB DESCRIPTION

TITLE: Section 8 Housing Specialist (Case Manager)

REPORTS TO: Housing Programs Director

POSITION SUMMARY: Responsible for administering the Section 8 Housing Choice Voucher Program in accordance with the Kennewick Housing Authority (KHA), HUD, Federal, State, local regulations and policies. Performs a variety of technical case management duties involving determination for initial and continued eligibility, maintain accurate and efficient case files, property management, etc. Kennewick Housing Authority is an Equal Opportunity Employer M/F/H/V.

DESCRIPTION OF DUTIES & RESPONSIBILITIES: The following represents the primary and secondary duties of the position; however they are 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.

#### SPECIFIC JOB FUNCTIONS & DUTIES:

##### Section 8 Housing Choice Voucher Program Case Management:

Administer the Section 8 Housing Choice Voucher Program by being responsible for all aspects in accordance with the Housing Authority's Section Administrative Plan, HUD and all other applicable Federal, State and local policies and regulations.

- Determine applicant and tenant eligibility for admissions and continued participation with accuracy and efficiency;
- Calculate tenant rent for admission, interim, annual and special re-examinations with accuracy and efficiency;
- Responsible for maintaining client physical & computer based case files and records with accuracy and efficiency; review case files for program compliance to assure all documentation, information and signatures are current and consistent, complete, and accurate as required by the Housing Authority, HUD policies and regulations, and all other applicable Federal, State and local laws;
- Process tenant housing assistance for portability with accuracy and efficiency;
- Review landlord/tenant dwelling leases and supporting documentation for program compliance; prepare and execute Housing Assistance Payments (HAP) contracts between the Housing Authority and participating landlord/owner with accuracy and efficiency;
- Prepare and execute rent and Housing Assistance Payment (HAP) adjustments, repayment agreements, compliance and termination notices for program and lease violations;
- Review and process landlord initiated rent increases and/or decreases;

- Brief applicants to explain program requirements regarding Housing Authority, HUD, local and State & Federal policies for admissions and continued assistance;
- Brief landlords/owners on program requirements, Housing Quality Standards (HQS), Housing Authority, local, State and Federal policies, conduct recruitment and outreach methods for program participation;
- Assist the Program Assistant and/or appropriate staff in maintaining applications and program waiting list(s) in accordance with the Housing Authority, HUD, State and Federal regulations and policies;
- Assist applicants and clients in locating appropriate housing;
- Responsible for maintaining high program usage by tracking and filling Voucher vacancies for program utilization; notifies prospective clients of upcoming vacancies, completes leasing procedures and conducts outreach methods in promoting Housing Authority programs;
- Prepare and maintain weekly, monthly, quarterly and annual program utilization reports;
- Mail appropriate notices and correspondences to applicants & program participants for waiting list placement, eligibility, leasing, portability and continued assistance;
- Mediate complaints and lease violations between tenant and landlord/owners. Provide accurate information & knowledge to tenant and landlord/owners questions, disputes, program rights and responsibilities;
- Investigate complaints of program abuse, document and take appropriate action in such cases, per Housing Authority, HUD, Federal, State and local policies and regulations with accuracy and efficiency;
- Schedule appeals or hearings and explain procedure to program applicants and tenants. Take appropriate action based on hearing findings;
- Assists in annual review of the Fair Market Rent (FMR) study, responsible for obtaining information and documentation for Rent Reasonableness data;
- Assist the Executive Director and management staff in revising the Housing Authority's Section 8 Administrative Plan;
- Remain current on occupancy, HUD Section Eight Management Assessment Program (SEMAP), Housing Quality Standards (HQS), and Housing Authority regulations and policies;
- Remain current and informed of legislative and regulations and implement new procedures as required and directed;
- Attend required training and provide training to other staff for cross training purposes to ensure staff compliance with Housing Authority, 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 clients;
- Ability to maintain clientele, staff and agency confidentiality is mandatory;
- 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 a 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 little supervision. Employee must be capable of working closely and cooperatively with the Executive Director, immediate supervisor, KHA department management staff and co-workers. It is expected the position will require assisting the Executive Director and department manager on critical projects and reports requiring independent thinking, with little supervision and under time constraints. The position also requires open, active and positive communication with the Executive Director, immediate supervisor, management staff, co-workers, clientele, applicants, the general public and public officials.

Mandatory Requirements:

- Education & Experience: Two (2) year college degree in Human and/or Social Services, Business Administration or not less than two (2) years of experience in related field, or three (3) years of experience in the administration of a Public Housing Authority in its daily operations and activities;
- Possess and maintain a Washington State Driver's License and evidence of a good driving record for pre and continued 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;
- Knowledge and compliance with Fair Housing and Washington State Landlord/Tenant Laws;
- Knowledge of HUD subsidized housing programs;
- Administrative procedures, policies, and program regulations as they pertain to HUD's Section 8 Housing Choice Voucher Program;
- Landlord lease and other documents for occupancy;
- Calculating annual income eligibility for admissions & continued assistance with efficiency and accuracy;
- Knowledge of local social service agencies and community resources to provide information and referral services to applicants and clients;
- Investigate complaints of program abuse and fraud. Document and take appropriate action in such cases, per agency policies and procedures with accuracy and efficiency;
- Interviewing techniques;

- Mediation techniques; ability to read, write and perform/understand basic mathematical calculations, interpret oral and written instructions, etc. to the extent usually acquired through a High School Diploma or GED;
- Keyboarding skills, ability to operate a computer and computer software programs (MS Word & Excel) along with other general office equipment is mandatory;
- Make responsible decisions by utilizing knowledge of the Housing Authority's total operations;
- Possess multi-tasking skills;
- Ability to work effectively, accurately with frequent interruptions and meet short-term deadlines under pressure;
- Be personally bondable, dependable, work with little supervision, be self-directed;
- Communicate effectively orally and in writing;
- Ability to organize and establish priorities for work with courteousness, compassion and tactful manner;
- Speak effectively to clientele, landlords, general public, representatives of governmental & agency officials;
- Establish and maintain effective working relationships with the Executive Director, supervisor, management staff, co-workers, tenants, representatives of governmental & agency officials and the general public;
- Ability to maintain clientele, staff and agency confidentiality is mandatory;
- Attendance at staff meetings is required;
- Other responsibilities specified under Specific Job Duties & Functions;

Secondary Requirements: Although not mandatory, the following qualifications will enhance the individual's chance for success in the job and are desirable:

- Possess a Section 8 Eligibility or Rent Calculation Certification, Housing Quality Standard (HQS) Certification;
- General knowledge of local, State & Federal Building Codes, etc.;
- Knowledge and experience in Property Management;
- Ability to interpret and translate for staff, clients, and applicants in other languages than the English language;
- Knowledge of CPR and basic First Aid techniques.

Licenses, Certificate and Other Requirements

- Must possess and maintain a Washington State Driver's License and evidence of a good driving record for pre and continued employment (must possess a valid Washington State Driver's License within 30 days of employment);
- Successfully complete a Section 8 Housing Choice Voucher Rent and/or Occupancy certification training course within the probationary period (at the employer's expense and subject to funding availability).