

HOUSING AUTHORITY OF THE CITY OF LONG BRANCH JOB DESCRIPTION

POSITION TITLE: Housing Choice Voucher Specialist

DEPARTMENT: Housing Choice Voucher (HCV)

REPORTS TO: Director of HCV

Employment Status: Regular Full-time
35 hours per week

FLSA Status: Non-Exempt

SUMMARY: This is responsible administrative and technical work in coordinating and directing activities applicable to Housing Choice Voucher Program including, but not limited to: the Housing Choice Voucher Program, VASH vouchers, Project Based Vouchers, Homeownership Vouchers, and the Housing Choice Voucher's applications and waiting list system.

Employee serves as a negotiator/contract specialist for all LBHA Housing Choice Voucher Programs, negotiating contracts with landlords, and processing assistance payments to landlords and tenants. Work requires exercise of considerable judgment and customer service skills, in contacting prospective landlords and advising participants in the Housing Choice Voucher programs. Duties require considerable knowledge of applicable federal rules and regulations of Housing Choice Voucher Programs. This employee works under the direct supervision of the Director of Housing Choice Voucher Program, who reviews work through conferences, review of reports and evaluation of results obtained.

ESSENTIAL FUNCTIONS:

1. Conducts timely re-certification of the low income and family composition of continuing program participants. Handles a large caseload efficiently.
2. Elicits pertinent information concerning such factors as income, employment, financial obligations, and family size from applicants, recipients, employers, other public agencies, doctor's offices, hospitals, and other sources including electronic data bases. Treats all information confidentially.
3. Review applications and verifications for eligibility, completeness, and consistency, participates in error identification, analysis, prevention, and corrective action.
4. Assists applicants and participants to obtain additional information and to resolve discrepancies in the applications and declarations by investigations via telephone, correspondence, in person or, as assigned.
5. Assists in the investigation, resolution, and termination of participant and/or landlord abuse of the program.
6. Conducts program briefings for owners, applicants, and participants.
7. Take all necessary steps to ensure program participation commensurate with funding commitments.
8. Advise applicants, participants, and landlords how to file fair housing complaints.

9. Participates in receiving and resolving telephone, mail and in-person inquiries about the HAP Programs.
10. Receives and resolves Approves HAP Housing Assistance Payments contracts. Makes personal and telephone contacts with prospective landlords, individuals, and realtors to obtain cooperation and participation and to assure adequate numbers of standard housing units are available under the HAP Programs.
11. Maintains liaison with residents and landlords to assure proper upkeep of property; resolves complaints; works closely with social and civic organizations in making assistance available to their clients; speaks to groups of interested individuals.
12. Stops unit subsidy payment should violations occur, which are life threatening and/or not in compliance with preset standards.
13. Assists with the operations and monitoring of the Housing Choice Voucher application and waiting list system for the LBHA. Operates all programs in accordance with program regulations and LBHA policies. Attends meetings, as necessary. Prepare and maintain a variety of reports, records, files, and logs related to programs. Transmit data electronically.

RELATED DUTIES AND RESPONSIBILITIES:

1. Keeps the Director of the Housing Choice Voucher program informed of problems encountered with the HAP Programs.
2. Performs other related duties as assigned by the Director of the Housing Choice Voucher Program.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Considerable knowledge of requirements, rules, and regulations for LBHA and Housing Choice Voucher Programs and the legal requirements for compliance with housing standards.
2. Ability to identify prospective landlords and market LBHA Programs in a persuasive manner.
3. Ability to work effectively with all types of people and to maintain composure under pressure.
4. Ability to understand and interpret terms and specifications of contracts, to negotiate contracts, and to enforce provisions with firmness, tact, and impartiality.
5. Ability to establish an effective working relationship with realtors, individual landlords, HUD officials, tenants, applicants, employees, and administrative officials of the Housing Authority.
6. Ability to analyze and interpret complex rules, regulations, policies, and directives concerned with the Assisted Housing Programs.
7. Ability to prepare well-written correspondence, and reports and attend meetings and trainings throughout the country.

EDUCATION AND EXPERIENCE:

1. College degree preferred but may substitute one year of related work experience for each year of college which demonstrates the ability to perform the duties as described.

2. Recent experience in clerical/record keeping work of two years or more involving considerable public contact.
3. Or any equivalent combination of training and experience that will meet the required knowledge, skills, and abilities.

SPECIAL REQUIREMENTS:

1. Successful completion of an application for employment, drug screening, and background investigation.
2. Possession of a valid New Jersey motor vehicle operator's license.
3. Able to pass examination on HCV Rent Calculations and other related program areas as required within twelve months of appointment and additional required courses.
4. Must be bondable.

LANGUAGE SKILLS: Ability to read a limited number of two and three-syllable words and basic numbers. Ability to speak simple sentences.

MATHEMATICAL SKILLS: Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY: Ability to apply common sense understanding to conduct detailed and involved written or oral instructions. Ability to deal with problems involving concrete variables in standardized situations.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be requested, to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is subject to outside weather conditions. The noise level in the work environment is usually moderate.

NEW JERSEY RESIDENCY LAW: Pursuant to "New Jersey First Act," N.J.S.A. 52:14-7 (P.L. 2011, Chapter 70), effective September 1, 2011, all newly hired employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after the date of hire to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment.

This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.

I, _____ have read the above job description for my position, I fully understand the contents, and I shall perform these duties to the best of my ability.

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____