

San Diego Housing Commission

CLASS SPECIFICATION
Housing Assistant I/II (Flex)
Code Number: _____

GENERAL PURPOSE

Under general supervision, performs a variety of responsible duties in determining initial and continuing eligibility and performing case management services for rental assistance and public housing clients; conducts briefings on programs and requirements; calculates and certifies client rent portion and rental assistance amounts based on program requirements; advises clients and landlords on their rights and responsibilities and on Housing Commission policies, procedures and requirements; documents and maintains case files and on-line records; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Housing Assistant I is the entry level technical class in the rental assistance and property management job family. Initially under close supervision, incumbents learn and apply detailed policies and procedures required to accurately determine eligibility, perform case management and provide related services, in compliance with applicable Commission and funding source regulations and procedures in the Commission's rental assistance and public housing programs. With experience, incumbents perform functions associated with intake, case management or area public housing client activities, when assigned to one of those units. Incumbents are responsible for a large client case load and are expected to accurately and efficiently handle a high volume of client interviews and client/landlord telephone calls, while ensuring compliance with all applicable regulations, policies and procedures. Interactions frequently involve individuals who are anxious, unhappy and sometimes abusive and incumbents are expected to handle these situations with tact, courtesy and respect for the sensitivity of issues involved.

Housing Assistant II is the journey level technical class in this job family. Incumbents in the class of Housing Assistant I will be advanced to Housing Assistant II with approval of the supervisor's recommendation based upon satisfactorily completing the Commission's classroom training and/or on-the-job training program for Housing Assistants, successfully managing a caseload, and by demonstrating proficiency in performing the duties assigned to this class with a satisfactory performance evaluation.

Housing Assistant is distinguished from Senior Housing Assistant in that Senior Housing Assistants independently perform more difficult and demanding specialized rental assistance program functions, requiring a broader and more in-depth understanding of Commission rental assistance programs and applicable law, regulations and interpretations gained through experience and training.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Conducts pre-screening intake interviews; evaluates pre-screening questionnaires and prepares case workups for approval; assists in maintaining “ready pools” of eligible clients for rental assistance and public housing programs; enters updates to the master waiting list, including denials, drops and reinstatements; conducts intake briefings to explain programs and requirements and answer client questions.

Conducts initial client eligibility interviews; reviews completed applicant declarations and supporting documents; sends out written requests for third party verifications of family income, assets and employment; runs credit reports and criminal history checks; verifies immigration status; when warranted, conducts additional verifications through the Department of Motor Vehicles, post office, state Employment Development Department and other agencies; evaluates case file and verification data and applies policy and procedure to determine program eligibility to meet stringent processing deadlines; calculates and certifies client rental assistance and rent portion amounts based on program requirements; enters client data in on-line client worksheets; generates notifications to clients; arranges for the preparation and mailing of leases and documents to landlords.

Conducts annual recertification interviews and processes to meet stringent processing deadlines; reviews historical data in client case files; sends out and evaluates the results of third party verifications and other checks performed to verify continued eligibility; collects data, investigates any discrepancies and makes determinations regarding changes in family size and composition and income levels; generates and mails notices of rent subsidy changes to clients and landlords in accordance with stringent deadlines; monitors status of all recertification cases to ensure processing deadlines are met to avoid lapses in payments or incorrect payments.

Advises clients on their rights and responsibilities under Housing Commission and funding source policies, procedures and requirements; works with clients to ensure lease up requirements are met; generates *Notices of Intended Action* in response to client failure to provide required information and changes in eligibility.

Conducts lease-up meetings with new public housing clients to minimize the number of vacant unit days; explains lease provisions and tenant rights and responsibilities; collects required rents and deposits or arranges a payment plan within allowable guidelines; schedules move-in appointments; coordinates move-in procedures including the transfer of utility accounts to tenants.

Receives and evaluates notices of client income and family changes and takes action to process interim adjustments in accordance with stringent processing deadlines as required by policy and procedure; mails information packets to clients; conducts verifications of changes in income and determines eligibility for addition of family members; calculates and enters worksheet data on any changes to rental assistance amounts; generates notices to clients and lease amendments to landlords; documents all information and actions taken in client case files.

Prepares, documents and updates client case files, including all fact finding information, telephone contacts and actions taken; prepares work sheets to update client information in the Commission's on-line system; processes suppressions of rental assistance payments to landlords in cases of client or contract terminations or in other applicable situations.

Generates letters, assembles information packets and schedules rental assistance clients for move briefings in response to move requests received or in cases in which units have failed annual Housing Quality Standards inspections.

Stays alert to indications of program violation or potential fraud; identifies possible violations and conducts initial investigations to resolve or document suspected violations; documents client case files regarding investigation results; prepares client pay-back agreements in cases of documented rental assistance over-payments; when warranted, recommends referral to the Program Integrity Unit for further action.

Answers questions and responds to complaints from clients, landlords and the public; explains Commission policies and procedures and available courses of action to resolve problems or concerns; pulls case records and conducts research regarding incorrect or unpaid rental assistance payments to landlords and takes follow up corrective action as appropriate.

OTHER DUTIES

Maintains logs and prepares statistical, status and productivity reports; opens, sorts and prioritizes a large volume of mail associated with annual recertification and other case management functions; prepares intake and client case files for archiving; archives and retrieves files.

Conducts bilingual briefings and interviews; provides translation services to clients and co-workers.

Pulls files and documents in preparation for the conduct of administrative reviews.

Prepares *Reports of Contacts* regarding potential lease violations and family/neighbor disputes; informally mediates conflicts between clients and landlords, residents and Commission public housing management and between neighbors, often involving difficult, stressful and sensitive situations.

Makes home visits to conduct annual recertification processes, when warranted by client situations.

Conducts inspections prior to tenant move-ins.

May train and provide work guidance to unit clerical and administrative support staff.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Basic eligibility and case management practices and procedures similar to those applicable to the Commission's rental assistance and public housing programs; customer service etiquette and techniques; interviewing methods and procedures, particularly as they apply to the collection of sensitive personal information; data gathering, analysis and compilation techniques; standard office practices and procedures, including record keeping.

Ability to:

Operate a computer terminal and other standard office equipment; learn, understand, interpret, explain and apply detailed regulations, policies and procedures governing client eligibility for rental assistance and public housing programs; organize work, set priorities and exercise sound independent judgment with established guidelines; gather and analyze income, family status and other eligibility data and information and reach sound decisions in accordance with established policies and procedures; understand and follow written and oral instructions accurately, consistently and with a minimum of supervision; make rental assistance and rent portion calculations accurately and rapidly; communicate clearly and effectively, orally and in writing; prepare clear, accurate and precise computer entries and maintain accurate, complete and descriptive case files and reports of work performed; handle a high volume of client and landlord interactions with courtesy, tact and sensitivity to the issues involved and defuse customer relations situations that become highly emotional and volatile; deal effectively with a highly diverse client group, culturally and ethnically; establish and maintain effective and courteous working relationships with supervisors, clients, landlords, co-workers, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and two years of progressively responsible experience in performing eligibility determination and case management or related experience involving research, analysis, interpretation and application of policies, regulations, financial reports, contracts, application review and referral duties similar to those required by the Housing Commission; or an equivalent combination of training and experience.

A Housing Assistant I may be considered for advancement to Housing Assistant II after successfully completing the Commission's training programs for Housing Assistants and demonstrating proficiency to perform all the major duties assigned to the class. Typically, a Housing Assistant I is expected to be capable of meeting the proficiency criteria within a 3 to 6 month period, depending on an individual's prior experience and progression in performing the full range of Housing Assistant duties as described in the established proficiency criteria.

Licenses; Certificates; Special Requirements:

A valid California driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel computers and office equipment; and reach with hands and arms. Employees are occasionally required to stand and walk; stoop, kneel, or bend; and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read, interpret and analyze data; use math and mathematical reasoning; analyze and solve problems; learn and apply new information; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under stringent deadlines and interact with supervisors, clients, landlords, co-workers, the public and others encountered in the course of work, many of whom are upset, dissatisfied and/or abusive.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees works under office conditions involving a high volume of telephone calls and in-person client interactions, and the noise level is moderate.