

CLASS SPECIFICATION

Senior Housing Assistant
Code Number: _____

GENERAL PURPOSE

Under general supervision, independently performs more difficult, demanding and specialized rental assistance program functions; performs standard client case management activities when required to provide back up for other Rental Assistance section staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Housing Assistant is the advanced journey level technical class in the rental assistance and property management job family. Incumbents independently perform more difficult, demanding and specialized rental assistance program functions, such as the full range of waiting list, intake and case management functions for Mod Rehab, HOME and After Care program clients and functions of similar difficulty and complexity. Similar to Housing Assistants, incumbents may be responsible for a large client case load and are expected to accurately and efficiently handle a high volume of client and customer in-person and telephone interactions, while ensuring compliance with all regulations, policies and procedures applicable to their job assignments. 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.

Senior Housing Assistant is distinguished from Housing Assistant I/II (Flex) by the incumbents' responsibility for independently performing the more difficult and demanding specialized rental assistance program services, requiring a broader and more in-depth understanding of Commission rental assistance programs and applicable laws, 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.

Performs the full range of waiting list, intake and case management functions for HOME and After Care program clients; screens referred clients, determines eligibility and maintains program waiting lists; conducts client briefing sessions and lease up functions; conducts annual recertification and interim adjustment processes; coordinates moving arrangements with social service agency providers; interacts and/or intervenes with landlords to resolve issues with landlords on client behalf; documents and maintains case files; conducts home visits, Housing Quality Standards (HQS) inspections and case conferences, when warranted by client situations; generates landlord payments.

Performs the full range of intake and case management functions for the Moderate Rehabilitation program; pulls and refers clients from rental assistance waiting lists or screens potential clients referred by property owners to maintain a high lease up rate; schedules appointments and conducts intake interviews, client briefings and lease up/move in functions; schedules and performs annual recertification and interim adjustment processes; monitors landlord and client compliance with Mod Rehab rules and regulations; interacts and/or intervenes to resolve issues/disputes between landlords and clients, ensuring the rights and responsibilities of both parties; documents and maintains case files; conducts HQS inspections when requested by landlords or clients; makes program assistance termination determinations when either party violates program requirements.

Coordinates voluntary and involuntary move processes with rental assistance clients and landlords to complete multiple, detailed processing steps in accordance with stringent processing deadlines; advises clients and conducts move briefings regarding to explain procedures, requirements and processing steps, including *Fair Market Rent* and utility allowance calculations, and verify continued program eligibility; prepares and mails inspection packets and owner certification forms and schedules move in inspections with notice to landlords and clients; explains program rules and requirements including rent limitations to new property owners; sends contract termination notices and suppresses rental assistance payments to old landlords in the on-line system; by telephone and in writing, works with clients and landlords to resolve myriad procedural, inspection and rent reasonableness issues and to ensure both parties understand their rights and responsibilities; processes worksheets for new property owner and rent portion payments, including processing of collect backs and adjustments as warranted.

Coordinates intake prescreening processes; makes intake eligibility determinations and coordinates the development and maintenance of waiting list “ready pools” of Section 8 and public housing clients; updates client information in the on-line waiting list database and generates client correspondence regarding waiting list status; evaluates data in response to client requests for administrative reviews, makes reinstatement determinations or refers cases to supervisor for final action; refers eligible clients for available public housing units to ensure prompt lease up; coordinates the transfer of waiting list clients between SDHC and the San Diego County Housing Authority.

Coordinates portability processes and performs the full range of case management functions for port-in clients; explains the Commission’s portability procedures, *Fair Market Rent* standards, payment processes and time frames and other policies and procedures to clients and landlords, by telephone and in briefing sessions; conducts eligibility determination and annual recertification processes; obtains and provides required information on clients and agency policies and procedures from/to other housing agencies, by telephone, mail and fax; answers landlord questions regarding lease up and payment processes for portability clients; assigns voucher and certificate numbers and sets up client records in the Commission’s on-line system; arranges for the preparation and mailings of rental assistance contracts and lease approvals; prepares and mails initial billings for portability clients to other housing agencies and forwards copies to Fiscal Services.

Coordinates lease up processes and monitors lease up rates; reviews lease up documents, ensuring rents meet reasonableness requirements and are calculated accurately with appropriate utility allowances; negotiates rents in accordance with Commission standards; enters data and generates and mails property owner contracts; coordinates processing steps to complete voluntary and involuntary

moves of clients from one rental assistance/public housing program to another, ensuring compliance with all applicable requirements; collects data from various sources and compiles reports on lease up activities and lease up rates; verifies the accuracy of budgeted and available ACCs and sets up/adjusts ACC project numbers and units in the on-line system; works with other rental assistance and section staff to resolve discrepancies.

Performs rent reasonableness studies; reviews rent data to verify unit comparability or document differences; makes determinations regarding unit upgrades and amenities and allowable rental rate differences; explains Commission *Fair Market Rent* and rent reasonableness standards and limitations to property owners and tenants; makes determinations on allowed rental rates, negotiates rents and documents the basis for decisions; conducts telephone quality control checks on rent comparables provided by property owners; assists supervisor in the analysis of rent issues and in the collection and analysis of data required for litigation; reviews property owner requests for rental increases, evaluates unit and area data and makes determinations on allowable rent increases.

OTHER DUTIES

Maintains logs, develops and maintains records and compiles statistical, status and productivity reports; prepares closed case files for archiving; retrieves case files from archives for use in property damage claims adjudications.

Sets up new property owner accounts in the Commission's on-line system; data enters changes and maintains and updates landlord payee files; analyzes and processes ownership transfer packages to ensure accurate payments to the appropriate parties for all rental assistance clients affected; notifies appropriate staff of ownership changes to ensure correct payments to payees through the automated payment system; suppresses payments and re-processes client recertification, interims and move transactions on a centralized basis as a result of ownership changes; coordinates the processing of property management or ownership changes for large projects; responds to landlord questions regarding the Commission's programs and payment processes.

Processes and coordinates follow up action on units failing the annual HQS inspection; schedules quality control and special inspections.

As backup for other rental assistance staff, conducts briefings; performs client intake and screening functions; participates in processing of "uncovered" case loads.

Assembles and prepares port-out client packages and supporting documents for mailing to other housing agencies.

Coordinates and monitors client briefing processes; schedules briefing sessions and assigns staff members to conduct briefings; conducts briefer training; monitors briefings for accuracy, completeness and quality customer service; reviews and updates forms and briefing materials based on changes in regulations, policies and procedures and ensures the completeness of briefing packets for distribution to clients.

Performs move-in, special and other housing unit inspections as required.

Serves as back up to a Housing Supervisor; may provide training and work guidance to clerical and administrative support staff.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Commission administrative regulations, policies and procedures and applicable law and regulation governing operations of the Commission's rental assistance and public housing programs; client eligibility determination and recertification procedures, including data elements, uses and operations of the Commission's on-line system; Commission accounting and financial management account code structures, fiscal controls, forms, practices and procedures as they relate to assigned areas of responsibility; accepted case management practices and procedures; law and regulation applicable to making rent reasonableness determinations; HQS Standards and inspection methods and techniques; basic dispute resolution and mediation techniques applicable to areas of assigned responsibility; 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, 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 within 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; conduct inspections applying HQS standards and Commission procedures and policies; 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 at least two years of progressively responsible experience

in making eligibility determinations and tenant selections, performing case management and carrying out other rental assistance/public housing administrative functions, at least at the level of Housing Assistant II; or an equivalent combination of training and experience.

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 frequent interruptions; work under stringent deadlines and interact with supervisors, clients, landlords, representatives of other housing agencies, co-workers, the public and others encountered in the course of work, many of whom may be 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.

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