



**HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA
3133 Estudillo Street, P.O. Box 2759
Martinez, CA 94553**

OPEN RECRUITMENT

POSITION: Housing Assistant in Housing Choice Voucher (HCV) Program
SELECTION PROCESS: #19-14
RECRUITMENT OPENED: November 15, 2019
FINAL FILING DATE: Open until filled
MONTHLY SALARY RANGE: \$4,006 – \$4,869 (5 Steps)
REPRESENTED AND FLSA NON-EXEMPT POSITION

LOCATION:

San Pablo HCV Office, 2324 College Avenue, San Pablo, 94806

WORK SCHEDULE:

All employees of the Housing Authority work a 9/80 schedule during two weeks: one week consists of four (4) – nine (9) hour days and the next week consists of four (4) – nine (9) hour days and one eight (8) hour day.

DEFINITION/PURPOSE:

Under the direction of the Housing Manager, the Housing Assistant is responsible for determining the initial and continuing eligibility of applicants and participants of the Housing Choice Voucher (HCV) Programs; and, implementing the Authority's Housing Choice Voucher program in accordance with HUD, federal, local and other applicable laws, rules, policies and procedures. Responsible for performing a wide variety of technical and clerical/administrative work in accordance with established policies and procedures. Provides information and assistance to applicants, participants and to the public regarding the Authority's policies and procedures. May provide lead direction to clerical employees and temporary support service staff. Undertakes special projects related to the delivery of HCV program services. The various duties listed below are illustrative of the various activities-that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignments associated with this position.

DISTINGUISHING CHARACTERISTICS:

This classification is the journey level of the technical eligibility determination function. The class is responsible to a Manager, or designee, for the evaluation of applicants, analysis of their applications, and related documents, and the determination of initial, annual and interim examinations of income eligibility and other Housing Choice Voucher Program regulations. This classification deals with voucher holders, the public, colleagues and personnel in other agencies. Significant action to the client may result based on the accuracy of sensitive information. The class is distinguished from the Sr. Housing Assistant by the latter's responsibility for performing more challenging client support processes and on-sight inspection of the voucher holder's living environment.

SUPERVISION RECEIVED AND EXERCISED:

This class operates under the direct supervision of a Manager. The employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise in accordance with agency policies and procedures and program rules. The employee receives instructions and direction from their supervisor. The employee's work is reviewed periodically for conformance to Authority policies and attainment of objectives.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following

Eligibility and Recertification

- Establish and maintain effective professional working relationships with clients, co-workers, and the public from various cultural and socio-economic backgrounds.
- Interview participants or applicants for housing assistance and assist them in the completion of prescribed applications, certifications and declaration forms. Schedule and conduct interview with clients or applicants in person for determination and/or recertification of eligibility.
- Elicit pertinent information concerning items such as income, other monetary resources and financial obligations from applicants and participants.
- Collect and review recertification, interim, transfer and reasonable accommodation information.
- Evaluate, verify, and calculate information and rent for recertification, interims and move-in.
- Explain client responsibilities to all prospective and current clients as well as landlords.
- Ensure proper verification methods/processing practices are utilized for each re-examination in accordance with HUD and Authority policies and procedures.
- Calculate housing allowances to establish the level of rent based on HUD regulations.
- Explain rent calculations to clients; prepare and send appropriate notices of rent adjustments in accordance with HUD regulations.
- Respond to inquiries concerning policies and practices associated with the application and/or recertification processes in a courteous and professional manner.
- Ensure that all pertinent information regarding income, other monetary resources and financial obligations from applicants and recipients is received in a timely manner in order to complete the initial and annual eligibility process
- Evaluate known eligibility factors in specific cases against established criteria and determine eligibility.
- Review application documentation and declaration for completeness and consistency including required signatures.
- Discuss with clients any discrepancies, omission of data, or incorrect data and solicit timelines for provision of all required information.
- Obtain information relative to clients or applicants from previous landlords, County Social Service Department, and other agencies.
- Coordinate background information checks of applicant/participants for eligibility purposes.
- Interpret rent contract and lease conditions to ensure that the voucher holder, landlord and the assistant representing the Housing Authority have the same understanding of the contract/lease.
- Conduct eligibility validation studies by reviewing eligibility factors to determine the continuation, modification, or termination of the housing voucher assistance, as directed.
- Prepare summaries/reports of information obtained during home or office visits with clients.
- Refers all applicants and recipients who appear in need of food, in-home care, or social services, to the appropriate community service agencies on the basis of either personal observation and/or needs expressed either orally by the client or from information on the application.

- Maintain client records in a timely and accurate manner, and perform periodic reviews to determine continuing eligibility.
- Prepare a variety of forms and other documents required by Federal, State and County governments and answer correspondence requesting information about housing programs.

General and Other Duties

- Adhere to Authority and regulatory standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.
- Review and discuss client issues of non-compliance with the Manager and/or Director to ensure clients are provided with reasonable opportunity to correct areas of non-compliance.
- Process and maintain files and correspondence associated with the housing choice voucher process in an accurate and timely manner.
- Assist in providing initial orientation for new Housing Assistants, Office Assistants or other support staff.
- Assist in the documentation and investigation of voucher holder complaints. Schedule appointments to discuss and initiate solutions or refer situations to the Manager for appropriate resolution.
- Ensure privacy and maintain security of confidential materials.
- Assist in performing other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.
- Maintain punctuality and attendance per agreed upon scheduled work hours.
- Process payments received as a result of overpayment agreements executed with landlords and program participants.
- Deliver mail to post office, may also have to pick up mail.
- Maintain working knowledge of office equipment and software related to the performance of basic duties and job-related functions, including Microsoft Office Suite, personal computers, copies, fax machines printers and typewriters

Other Job Functions:

- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of:

The requirements of eligibility determination in the Housing Choice Voucher program, including:

- Effective interviewing methods and techniques.
- HUD regulations codified in the Federal Register and Public and Indian Housing Notices, agency rules, regulations and standards for related housing programs, and the local housing market.
- Welfare requirements to include Social Security Assistance (SSA), Supplemental Security Income (SSI, Temporary Assistance for Needy Families (TANF), General Assistance (GA) Proficiency with both oral and written English, proper grammar, spelling, punctuation, composition, and document formats to provide accurate business communication as well as proper vocabulary to effectively communicate with clients representing a variety of demographic groups and communities.
- Standard business mathematics to provide accurate rent calculations for program participants.
- Operation of standard office equipment.

- Effective use of business software installed on personal computers such as Word, Excel, and Outlook.
- Effective organizational skills needed to maintain client files in accurate and up-to-date manner.
- Effective time management skills to successfully perform all tasks necessary for successful performance of the position's responsibilities.
- Location of referral agencies and appropriate contacts to support client needs.
- Basic Authority organization.

Ability to:

- Be effective while being empathetic to prospective and current housing program participants in order to obtain necessary information during interviews.
- Provide accurate information to the general public about Authority programs and services.
- Adhere to federal and state Equal Employment and Equal/Fair Housing Opportunity requirements.
- Interact professionally with applicants, members of the public and coworkers. Communicate clearly and effectively both orally and in writing when providing information to the general public about Authority programs and activities. Initiate and answer correspondence independently.
- Accurately calculate computations required to be in compliance with HUD housing program eligibility requirements.
- Accurately gather, record, and evaluate data necessary for determination of eligibility.
- Maintain confidentiality.
- Ensure there is no conflict of interest between personal interests and those of the clients.
- Perform duties and make decisions on procedural matters with minimal supervision.
- Correctly interpret rules and regulations concerning housing program participation to applicants, recipients, and the general public.
- Identify and resolve non-standard situations that may arise in the course of business
- Perform essential job functions in a dynamic and fast-paced environment.
- Use experience and background to properly resolve more difficult eligibility cases.
- Assist in the orientation of new employees.
- Effectively complete special projects as assigned.
- Organize work effectively.
- Maintain accurate and systematic records.
- Operate a personal computer using various Windows-based applications programs.

Skills:

- Prepare and maintain accurate, concise records and reports.
- Effectively operate a personal computer using various applications/programs and electronic office equipment.

Physical Abilities and Work Environment:

- Drive an automobile as needed to perform various aspects of position requirements.
- Sit for lengthy periods of time in a standard indoor office environment.
- Operate telephone and keyboard equipment and other office machines.
- Lift or carry up to 15 lbs.

Certificates:

Possess a certification in Housing Choice Voucher Rent Calculation or obtain such certifications within one year of appointment to the classification or other allowable period of hire as authorized by the Executive Director.

Licenses:

Must possess and maintain an applicable California Driver License and a driving record acceptable to the Authority's insurance carrier.

Other:

Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Will be required to take a pre-employment physical examination.
- Bilingual fluency in English and Spanish or Vietnamese is desirable.
- Be bondable.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would be likely to provide the required knowledge, skills and abilities could be determined by the Authority as qualifying for this position. A typical way the Authority determines minimum qualifications is:

Experience:

Three (3) years of full-time experience in housing eligibility determination, or related clerical work in an affordable housing program or social services eligibility in a not for profit/government, state or federal agency environment.

Work experience that will be accepted is documented experience in providing services, particularly of an 'eligibility nature', in public service sector agencies serving very low, low, and moderate income households.

Education:

Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an Associate's Degree or two full academic years of education from an accredited college or university with a major in business administration, social sciences, or related field may be substituted for one year of experience.

APPLICATION PROCEDURE:

Application Filing:

Please submit an application via ADP <http://tinyurl.com/HACCC-ApplyHere>. The e-application process is the only way to apply for this opportunity.

If you have any questions or concerns related to the e-application process, please contact Human Resources at (925) 957-8020 or by email at ccalica@contracostahousing.org **at least 24 hours before** the closing date and time.

SELECTION PROCEDURE:

Electronic applications will be reviewed and evaluated to ensure applicant meets the minimum qualifications. Candidates, who meet the minimum qualifications, as deemed by the Human Resource Officer, will be invited to move forward in the selection process.

Eligible candidates will be invited to continue in the selection process which may include one or more of the following: evaluation of work experience, written test, personal interview, performance test or another evaluation method. Tests or other evaluation methods must be passed with a 75% or better to continue in the selection process. Please note: Study materials are not available through the Housing Authority.

Final selection procedures will be determined by the Executive Director and the Director of Assisted Housing Programs.

The position(s) shall be filled in accordance with Sections 27.1 – 27.5 of the M.O.U. between Housing Authority of the County of Contra Costa and PEU, Local #1.

FINAL FILING DATE & TIME: Open until filled

BENEFITS:

- This is a non-exempt, union represented position
- Member of Contra Costa County Employees Retirement Association
- Group insurance with CalPERS medical and Delta Dental
- Employer medical contributions: single \$462, dual \$924, and family \$1205
- Employer dental contributions: single \$63.72, dual 110.81, and family \$186.36
- Employer paid Life, AD&D and LTD insurance
- Paid vacation, sick leave and personal holiday pay
- 10 paid holidays

THE HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA IS AN EQUAL OPPORTUNITY EMPLOYER

