

SENIOR HOUSING PROGRAMS SPECIALIST

DEFINITION/PURPOSE: Performs complex and technical administrative processes to determine initial eligibility for a wide range of housing programs, conduct continued occupancy program transactions, process reasonable accommodation requests, assist with quality control and support special projects and initiatives within the Housing Programs Department (HPD). Responsible for the facilitation of time sensitive tasks, managing sensitive client and agency information, and the ability to interpret and apply program regulations, policies and procedures. Track and monitor key information on program activities, program outcomes, and use of program services.

DISTINGUISHING CHARACTERISTICS: This classification is distinguished from Housing Programs Specialist through a wide range of duties and assignments that are complex, technical, highly sensitive, and require the ability to understand and apply different program regulations, policies and procedures. This classification assignment of special projects requires strong understanding of housing programs administered throughout HPD and the Housing Authority, effective time management skills, and the ability to process difficult program cases with minimal direct supervision. It differs from - Housing Programs Supervisor by the absence of the requirement of planning, assigning workload, and day-to-day supervision of the eligibility process.

SUPERVISION RECEIVED AND EXERCISED: Under the direct and general supervision of the Housing Programs Supervisor, Assistant Director of Housing Programs and/or Director of Housing Programs. The classification has no supervisory responsibilities; however, is assigned to provide support and guidance to Housing Programs Specialists, and Administrative Clerk staff.

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

- Determine initial eligibility for assistance and conduct re-certifications for jurisdictional program through established calculations, formulas, policies, and procedures. Verify client-provided data to determine eligibility utilizing a variety of family, employer, community, and governmental sources.
- Process Reasonable Accommodations requests for program applicants and participants, which includes reviewing client requests, collecting and managing of sensitive client information, engaging with knowledgeable professionals, consulting with staff on complex and unique cases, preparing decision letters, and processing appeals with assigned hearing officers.
- Management of Housing Choice Voucher Homeownership program which includes conducting initial eligibility, assisting staff with continued occupancy, monitoring and tracking key program information, and providing support to address complex cases.
- Assist in day-to-day problem solving; answer questions concerning complicated cases, and to support Specialists and Clerks in special and unique cases.
- Initiate and support processes to schedule reexaminations for program participants which includes use of client management system, online portals and other systems as necessary to facilitate reexaminations.
- Assist with initial lease up, program conversions, rent restructures, and other special projects associated Housing Authority owned and controlled properties.
- Support the administration of the Project-Based Voucher program which may include coordinating initial lease up, tracking vacancies, processing referrals, coordinating with owners, property managers and referral providers, determining rents, processing rent increase requests, and monitoring other administrative processes.
- Review and approve requests for tenancy approval to assure conformance to program requirements and identify and act on exceptional circumstances.
- Conduct onsite and off premise public presentations to clients and external stakeholders, assist with preparing presentation materials,
- Support quality control measures to ensure HPD and the Housing Authority is conducting program administration in accordance with applicable regulations, policies and procedures, which may include conducting file reviews, document findings and results, make program

- recommendations, and develop checklists and process guides.
- Respond to client and public inquiries and requests.
- Prepare requested reports and maintain activity logs and reports.
- Work cooperatively with other staff and operational units.
- Undertake specific special projects, as assigned.

OTHER JOB FUNCTIONS:

- Assist co-workers, as requested.
- Assist with translations, Spanish/English, as requested.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Authority housing programs in depth and their eligibility rules and regulations. Interviewing techniques. Local social service providers and their programs. General office procedures, proper telephone etiquette, ability to operate various office machines. Advanced arithmetic skills, including addition/subtraction, multiplication/division, pro-ratio, percentages, and basic algebra. Personal computers, word processing and spreadsheet programs, and their use.

Ability to: Understand and interpret policies and programs administered by the department/agency. Work efficiently, effectively, and accurately under time-limited schedules. Quickly assimilate and effectively apply training. Be courteous, exercise judgment, discretion, and maintain confidentiality in dealing with clients, public, and co-workers. Relate well to prospective clients, efficiently and effectively interview to establish need, and exercise rational independent judgment in effecting program eligibility. Work with clients who are in stressful circumstances. Communicate effectively in English in written and oral expression. Type from clear copy at 45 words per minute, proofread; understand oral and written instructions and procedures. Skillfully operate a keyboard and have experience using a personal computer with necessary applications programs. Perform and apply complicated advanced arithmetic and accounting calculations. Effectively teach necessary skills to co-workers.

Licenses and Certificates - Possession of, or ability to immediately obtain and retain, a valid California Driver License desired for some positions.

Physical Requirements/Work Environment – Must be able to sit for lengthy periods of time in an indoor environment; stretch, bend, and have the manual dexterity to operate keyboard equipment. Have the visual and auditory capacity to operate with the perception and discrimination required by the duties of the classification. Be able to lift 25 lbs.

Other - Employee may be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. If the employee agrees, the employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, Documentation showing authorization to work in U.S as outlined by the Department of Homeland Security form I-9.
- Fluency in conversational Spanish is desirable and may be required for specific positions.
- Be bondable.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience – Two years as an Housing Programs Specialist or the equivalent, and two years' of increasingly responsible experience in administrative work that demonstrates competency in the listed "knowledge and abilities" section. Prefer public contact and problem-solving experience in a public agency setting. With a bachelor's degree, one year's increasingly responsible experience in administrative work is desirable.

Education – Possession of an associate degree from, or two full academic years of study at, an accredited college or university with a major or courses in sociology, social work, business

administration, finance, or related field. A bachelor's degree from an accredited college or university in the indicated majors or related field is desirable.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.