

## HOUSING SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** A Housing Specialist performs a variety of office activities to implement Department of Housing and Urban Development (HUD) Housing Choice Voucher (HCV) program, or other rental assistance programs such as the Home Partnership and Tenant-Based Rental Assistance (TBRA) program. Responsibilities include: explaining, interpreting, and applying HUD and Mesa Housing Authority policies, procedures, and regulations in accordance with applicable federal, state, and local laws and regulations; acting as a liaison while working with interested or participating landlords, rental agencies, community organizations, service agencies, and charitable groups to provide information on needed resources; determining initial and continuing eligibility and qualifying participants; counseling participants as to sources of additional supportive services; completing interim and annual recertification of participants; and negotiating and preparing contracts between participants, landlords, and other housing agencies. Other housing program responsibilities include: recruiting participants for special programs (Family Self-Sufficiency, Homeownership Program, TBRA); conducting new participant orientation; administering policies and procedures; providing participant support by developing goals and participant program objectives; mediating landlord/participant issues; and learning HUD guidelines, rules, and regulations. This class performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position (Grant-funded classification only). Employees may progress to this classification by a noncompetitive criteria-based promotion after successful completion of at least one year as a Housing Specialist Trainee, demonstrate the level of competency necessary to independently perform the duties of a Housing Specialist, meet the specific criteria-based promotion requirements, and meet the minimum qualifications of the Housing Specialist classification. Progression from a Housing Specialist to a Senior Housing Specialist is also accomplished through a noncompetitive criteria-based promotional process. The employee must be employed a minimum of two years as a Housing Specialist and demonstrate the level of competency necessary to independently perform the duties of a Senior Housing Specialist. Supervision is received from a Housing Supervisor who reviews work through meetings, conferences, and reports concerning timeliness of recertification activities, problems encountered with participants and landlords, and overall results achieved. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Good (1 - 3 years) experience and/or training in the HCV program, and/or special assistance programs (Family Self-Sufficiency, Home Partnership, TBRA, Supplemental Assistance for Families).

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Bilingual (English/Spanish) speaking skills are highly desirable. Certification through Nan McKay, or comparable training agency as a Housing Specialist for Housing Choice Voucher program is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with participants and property owners to explain the responsibilities of the Housing Choice Voucher program or other tenant-based rental assistance programs, provide housing assistance to low income families, and to establish and maintain effective working relationships. Communicates with other City employees to receive training and supervisory directives, and verify requested information. Prepares and reviews lease documents between participants and landlords to ensure participants are aware of, and understand the provisions of the lease. Prepares contracts between Mesa Housing Authority and participating rental property owners to ensure rental property owners understand the rights and responsibilities of program participation. Prepares recertification and verification documents, periodic reports on case load status, and related topics as required.

**Manual/Physical:** Compiles and maintains tenant case load records to document tenant status and facilitate preparation of reports. Operates a personal computer (PC), calculator, and typewriter to update case files, complete reports, calculate assistance, input data, and create correspondence. Enters data or information into a PC in order to provide housing assistance information for payments to landlords. Operates a variety of standard office equipment. Meets scheduling and attendance requirements.

**Mental:** Comprehends and makes inferences from written documents and material in order to establish eligibility for programs, determine rent subsidy, verify eligibility for recertification, and complete rental assistance data. Prioritizes initial and annual certification of housing assistance by established deadlines. Checks proposed rents, income verification, and asset verification. Verifies and inspects requests for lease approval to ensure eligibility and compliance with regulations. Learns HUD regulations for housing assistance programs through on-the-job training and in a classroom setting.

### **Knowledge and Abilities:**

Knowledge of:

HUD regulations, guidelines, and procedures regarding the existing Housing Choice Voucher program; general casework management principles and practices as they apply to low income housing assistance programs; and socioeconomic problems and needs of low income families and individuals, including the elderly and disabled.

Ability to:

determine client and tenant eligibility for Housing Choice Voucher program and other housing assistance program(s);  
qualify and recertify applicants and participants for participation in Housing Choice Voucher program and other housing assistance program(s);  
manage a low income housing assistance case load to facilitate effective, efficient, and timely service

delivery; and  
establish and maintain effective working relationships with management, other City employees, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/19

TC/ya/aa

CS3810.DOCX

CS4124 (Grant-funded)

EEO-Para

JOB FCTN-OFF

INCREMENTS 49-200

PAY GRADE: 43

PAY GRADE: 43

IND-9410

SWORN-No