

## **BHA HOUSING SPECIALIST**

### **DEFINITION**

Under general supervision, performs a wide of technical client case management work in public housing programs of the Berkeley Housing Authority; provides assistance to the public regarding housing programs policies and procedures; and performs related work as required.

### **CLASS CHARACTERISTICS**

Incumbents in this class learn and apply comprehensive regulations, policies, processes and procedures related to public housing programs involving client eligibility, determination and annual re-certification, administration of lease and rental agreements, issues vouchers and certificates, refer applicants to potential landlords, and resolves disputes. Incumbents are expected to become increasingly more proficient with training and experience as the work assigned becomes progressively more diverse and difficult over time. Incumbents may also provide lead direct and work review to less experienced staff, when required. This class is distinguished from the Housing Occupancy Manager in that the latter has management responsibility over the Occupancy Section, which includes supervision, policy formulation and program development over assigned service; it is further distinguished from the Housing Inspector in that latter is responsible for conducting housing inspection and the enforcement of the Housing Code.

### **EXAMPLES OF DUTIES**

The following list of duties is description of the types of work that may be performed and is not intended to be an all-inclusive. The omission of a specific duty does not make it unacceptable if the work is consistent with the class concept.

1. Interview clients or applicants for public housing assistance and assist them in the completion of prescribed application and declaration forms;
2. Obtain information relative to clients or applicants from previous landlords, Country Social Service Department and other agencies;
3. Evaluate known eligibility factors in specific cases against established criteria and determine eligibility;
4. Maintain client records and files, documents and verifies client changes or monitors annual participant activities to ensure timely completion, and conducts required annual activities including annual reexaminations, interim reexaminations, terminations and portability;

5. Make housing allowance computations to establish the level of rent based schedules; propriety of continuation, modification, or termination of public housing assistance, as directed;
6. Issues vouchers and conduct briefings for unit transfer/moves;
7. Completes accurate data entry necessary to monitor annual participant activities; create reports, report to HUD, create leases and contract documents and other related notices;
8. Conduct meeting with applicants, participants, landlords, and staff, and mediates conflicts as they pertain to leased housing regulations;
9. Provides courteous, confidential customer services by determining the needs of the individual and directing them to the proper sources, answer inquiries about the Housing Authority services in person, by telephone, through e-mail or other form of communication;
10. Prepare and type a variety of forms and other documents required by Federal, State and County government and answer correspondence requesting information about housing programs;
11. Interpret program regulations and other pertinent material to applicants, recipients and the general public including potential landlords;
12. Operate office equipment incidental to the performance of basic duties, including a personal computer with modern office desktop software;
13. Perform related duties as assigned.

## **QUALIFICATIONS**

Note: The level and scope of knowledge and skills listed below are related to job duties as defined under Class Characteristics.

### Knowledge of:

1. Effective interviewing methods and techniques for collecting a variety of financial data and other information;
2. Problems, procedures, processes, and approach in rental property management;

3. Tenant eligibilities and recertification techniques and practices, data gathering, analysis and compilation techniques and summaries;
4. Computer applications related to the work such as Microsoft Word, Excel, Access, PowerPoint; and related programs and systems;
5. Standard office practices and procedures.

Skills in and ability to:

1. Collect, evaluate, and interpret varied information and in statistical or narrative form;
2. Accurately performing complex mathematical computations;
3. Learn, interpret and apply public housing laws, regulations, policies and procedures;
4. Prepare clear, concise and complete reports and other written materials;
5. Maintain accurate records and files;
6. Operate a computer with proficiency and familiarity;
7. Manage multiple cases in different stages of completion and meeting critical deadlines;
8. Exercise sound independent judgment within established guidelines;
9. Establish and maintain effective working relationships;
10. Communicate effectively orally and in writing;
11. Advise and assist program participants in obtaining and maintaining assisted housing;
12. Work effectively and efficiently in stressful situations with clients and others.

## **OTHER REQUIREMENTS**

Must be able to travel to various locations within and outside the City of Berkeley to meet the program needs and to fulfill the job responsibilities. When driving on Housing Authority business, the incumbent is required to maintain a valid California driver's license and satisfactory driving record is required.

Must obtain Eligibility/Occupancy Certification from a HUD approved organization within six (6) months of appointment.

## **A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:**

Equivalent to graduation from high school, and three (3) year full-time responsible clerical or technical experience that has included extensive public interaction resolving complex social service or customer service issues that required information gathering, the application of policies and procedures, and correspondence composition. Experience in housing assistance programs or eligibility determination is desirable, college-level coursework in business, social services or a related field may be substituted for up to two (2) years of experience, on a year-for-year basis.