

# Housing Authority of New Orleans seeks Housing Specialist



**Salary Range: \$17.63 To \$21.68 (USD) Hourly**

## SUMMARY

Under the supervision of the assigned HCV Program Manager, the Housing Specialist is responsible for delivering superior customer service when performing a variety of case management functions related to the HCV/Section 8 program. In addition, the Housing Specialist performs a wide range of activities related to determining and documenting participant eligibility, income, rent and contractual relationships with owners in support of HCVP/Section 8 program operations. The Housing Specialist may perform admissions, re-certifications, interim adjustments, rent increases, leasing, portability, project based and single room occupancy voucher program requirements and deal with both participant and landlord issues.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

### General

- Works cooperatively with other members of the Voucher Administration group, adjusting workload as necessary when other members are ill or on vacation;
- Investigates and resolves participant and landlord complaints minimizing involvement of supervisor to the satisfaction of all parties;
- Communicates with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional;
- Answers resident and landlord questions, providing information on status of rent, damage claims, property inspections, provisions of the lease and contract, program regulations, Housing Authority policies, and procedures, etc.;
- Returns calls to participants and landlords within one workday;

- Places information received through the mail, by fax or email in appropriate part of participant file within two workdays of receipt;
- Submits monthly performance reports as required;
- Provides clients with information on HANO policies and procedures, and responds to requests for information within the scope of authority;
- Maintains absolute confidentiality of work-related issues and HANO information;
- Performs other duties as assigned.

#### Waiting List Management

- Processes applicants (waiting list and special admissions) as directed by Supervisor in a manner consistent with achieving a 97 percent utilization rate;
- Purges the waiting list annually;
- Recommends opening or closing the waiting list at least two months before the action is needed;
- Places 98 percent of applicants on the waiting list in accordance with the Administrative Plan;
- Selects 98 percent of applicants from the waiting list in accordance with the Administrative Plan.

#### Admissions

- Conducts eligibility interviews with applicant and port-in families;
- Conducts interviews in the client's home or field office as needed;
- Conducts criminal history check on all adult members of applicant families;
- Determines eligibility of applicants from the waiting list, special admissions and port-ins. Informs ineligible families of informal meeting procedures;
- Documents family composition, citizenship or eligible immigrant status and social security numbers of family members over age six (or certification that no number exists) in accordance with HUD requirements;

- Determines Annual Income in accordance with HUD rules;
- Obtains EIV or third party verification of income (or documentation of why third party verifications are not present);
- Calculates Adjusted Income correctly in accordance with HUD rules;
- Obtains third party verification of deductions (or documentation of why third party verifications are not present);
- Calculates Total Tenant Payment accurately;
- Determines the Voucher size for which each family qualifies in accordance with the Administrative Plan;
- Issues Vouchers and briefs Voucher-holders, emphasizing housing opportunities outside areas of minority and low income concentration;
- Sets up complete and accurate files with all necessary participant-supplied documents and third party verifications (or documentation of why third party verifications are not present);
- Receives Requests for Tenancy Approval, HAP contracts (with HUD-required Tenancy Addendum) Inspection reports, rent reasonableness determinations and leases. Checks to ensure that no participants will be paying more than 40 percent of adjusted monthly income in TTP, reviews for original signatures and internal consistency (particularly with respect to who pays for various utilities), places in participant files and authorizes HAP payments to owner;
- Enters correct information and forwards accurate and timely 50058 form to Housing Choice Voucher Program Manager for submission to HUD.

## Leasing

- In addition to the duties described elsewhere in this document, the Housing Specialist in leasing will demonstrate a complete understanding of the leasing and admissions rules as determined in the HUD regulations;
- Reviews Requests for Tenancy Approval (RTA) for completeness, logs RTAs and inputs data into computer;
- Requests all documents required with Request for Tenancy Approval;
- Notifies clients of missing documents;

- Determines clients meet affordability as determined by Housing Authority on Request for Tenancy Approval;
- Maintains automated record keeping system and updates records;
- Cancel applicable contracts;
- Contacts the owner for a contract signing and ensures that all contracts are fully executed.

*#NewOrleansAgenda*

Apply at

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=0eaf838b-9232-4ec5-94fa-da8383dff473&ccId=19000101\\_000001&jobId=244569&source=IN&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=0eaf838b-9232-4ec5-94fa-da8383dff473&ccId=19000101_000001&jobId=244569&source=IN&lang=en_US)