

SHA Position Description

POSITION TITLE	SALARY RANGE
HCV SPECIALIST	\$32,896.50 - \$49,344.75
DIVISION	GRADE
Housing Choice Voucher	
EMPLOYMENT STATUS	STATUS
<input checked="" type="checkbox"/> Regular Full-Time <input type="checkbox"/> Temporary Full-Time <input type="checkbox"/> Regular Part-Time <input type="checkbox"/> Temporary Part-Time	NON - EXEMPT
SUPERVISION	BARGAINING UNIT
REPORTS TO: HCV Manager / Director of HCV SUPERVISES: None	AFSCME, Local 3982

POSITION SUMMARY:

The incumbent is responsible for the intake and follow-up of HCV applications; caseload management and monitoring of HCV participants which includes, but is not limited to, conducting interim and annual re-certification of participants, making rent adjustments based on information received and verified, interacting with clients and landlords, planning, following-up on inquires, and processing case load management documentation and reports, calculating rent, balancing the control register, filing, typing and computer input.

EDUCATION AND EXPERIENCE:

- Associate’s Degree in social services; and two (2) years of experience in social or community services, case management, or related field; or any equivalent combination of training and work experience that provides the necessary knowledge, skills and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of U. S. Department of Housing and Urban Development Federal Regulations as they relate to HCV Housing programs, policies, and procedures.
- Knowledge of occupational hazards and applicable precautionary measures.
- Skill in caseload management; planning, monitoring, and following-up as necessary.
- Skill in performing mathematical calculations quickly and accurately.
- Skill in the proficient use of office equipment, computers, and software
- Skill in typing 40 WPM with accuracy
- Ability to maintain HCV records, documentation, and reports.
- Ability to work independently in an organized, thorough, detailed, accurate, and efficient manner.
- Ability to communicate (oral and written) and interact with diverse individuals (public, outside agencies/vendors, and co-workers) in a courteous, confidential, effective, positive, professional, and ethical manner.
- Ability to maintain a valid Illinois driver’s license and be an insurable SHA driver.

EMPLOYEE SIGNATURE/DATE *(Below)*

MANAGER / DIVISIONAL DIRECTOR SIGNATURE/DATE *(Below)*

ESSENTIAL FUNCTONS:

1. Receives, processes, and follows-up on HCV applications. Educates and informs applicants of program requirements and responsibilities.
2. Responds to visitor, HCV client, and landlord inquiries, phone calls, correspondence, and e-mail in a timely and responsive manner. Facilitates and mediates communication between assigned clients and landlords, as needed. Responds in a timely manner to all allegations received such as drug-related criminal activity.
3. Meets with any clients that walk in on assigned walk in days and receives any interim changes they have to their section.
4. Updates computer records and HCV files accurately and timely with all rent changes, transfers, move-ins, move-outs, and other relevant HCV activity. Ensures all records are full and complete according to HUD regulations and HACSL policies and procedures. Files all information into hard copy files maintained for clients and purges all older files in file cabinets, boxing them for storage.
5. Conducts and completes all interim and annual re-certification reviews; verifies family composition and income; obtains third party verifications; calculates rents and notifies tenant of rent changes; and maintains and balances HCV control register within applicable timeframes.
6. Completes the interim packets received (20-45) on a monthly basis making sure that all information and certifying documentations are provided.
7. Prepares and sends annual review letters to tenants; track tenant annual review dates; and update files as necessary.
8. Receives and enters all annual inspections into the PHA web and answer any questions regarding inspections and move outs. Schedules, notifies, and logs inspection appointment on HCV properties. Collaborates with Administrative Assistant to ensure timely inspections at admission to program, annual re-certification and condition of unit inspections.
9. Receives 30 day move out applications on a monthly basis averaging 5-10 clients per month. Schedules move-ins/outs and transfers and complete all necessary paperwork to complete tenant files that move-in/out or transfer.
10. Processes all request for change of housing submitted by clients, performs calculations and adjustments of rent affordability and reasonableness on a monthly basis averaging 5-13 clients.
11. Sends out mandatory monthly mailings for appointments and additional mailings as necessary.
12. Enters on a monthly basis all manual accounting adjustments for HAP payments to Landlords as is needed. Collaborates with Accounting Division to ensure accurate and timely housing assistance payments (HAP) to landlords and utility checks to clients.
13. Performs zero income certifications for any client with no income on quarterly basis. Process delinquent notices as necessary; Terminates any client that doesn't respond to request for additional information in a timely manner.
14. Receives new ports from other housing authorities on a monthly basis and process them into SHA and complete their first recertification; Sends out port information for persons porting out of Springfield to other housing authorities on a monthly basis.
15. Submit weekly, monthly, quarterly, annually or other reports as required.
16. Attends bimonthly staff meetings.
17. Ensures compliance with all applicable policies and procedures of the Springfield Housing Authority.
18. Maintains regular and reliable attendance.
19. Contributes to team efforts by performing other duties and responsibilities as required or assigned.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs. The work is light and requires exerting up to 20 pounds of force occasionally, and up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture.
- Picking, pinching, typing: Otherwise working, primarily with fingers rather than with the whole hand as in holding.
- Grasping: Applying pressure to an object to grab it with the fingers and palm.
- Handling: Picking up and holding an object, or otherwise working, primarily with the whole hand.
- Detecting: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Bending: Ability to bend and work from a lower level.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and fingers.
- Communicating: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken information to others accurately and concisely.
- Observing: Detecting color, depth perception, and field vision.
- Moving: Moving about to accomplish tasks, particularly for long distances or moving from one work site to another.

Please note, this job description is not designed to cover nor contain a comprehensive listing of functions that are required of the employee for this job. To perform this job successfully, an individual must possess the minimum qualifications, be able to execute each essential job function proficiently, and meet the physical demands. This job description is not meant to limit the physical demands to certain abilities and if requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions and/or meet the physical demands.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

The Springfield Housing Authority is an equal opportunity employer, prohibits unlawful discrimination, is a drug free workplace, and complies with ADA regulations.