

# HELENA HOUSING AUTHORITY

## Housing Choice Voucher Specialist I, II, III

UPDATED March 2024

**Classification:** HCV Specialist – Non-exempt

**Grade:** 15, 16, 18

**REPORTS TO:** Housing Program Manager

### **POSITION OVERVIEW:**

This position will provide customer service to clients looking for rental assistance in the Helena community. The position will explain program requirements and procedures, collect applicant information, determine eligibility for the voucher programs and maintain applicant records. The position will also coordinate with clients and landlords in regard to unit lease up, inspections, explain program requirements, payment methods; and to explain and clarify roles, obligations and procedures of the HHA and those of the landlord. This position processes applications for HCV programs, administers and follows policies and procedures established for the Housing Authority and maintains records and furnishes reports on such activities.

### **ESSENTIAL DUTIES AND FUNCTIONS**

#### **A. Eligibility**

Explain program requirements and procedures, collect applicant information, determine eligibility for the housing choice voucher program and maintain applicant records.

1. Maintain a list of names of applicants for the HCV program. Prepare and send letters notifying applicants of eligibility to submit a full application.
2. Meet with applicants to assist them with completing applications, explain detailed requirements and obtain required documents e.g. pay stubs, bank records, public assistance records.
3. Collects reasonable accommodation information from applicants and sends letters to providers.
4. Conduct third party verification of applicant information e.g. contact employers, banks, other public assistance agencies to ensure accuracy and completeness of information. Initiate criminal background checks on all applicants through contacts with police agencies.
5. Complete review of submitted application and supporting documents and determine eligibility for the voucher program and any preferences. Notify applicants of decision and place name on list to await availability of voucher funding.

6. Set up and maintain a file for each applicant that contains all documents, correspondence, interview notes etc.
7. Notifies applicants of availability of a housing unit and verifies continued eligibility. Prepare contract files, acquire contract signatures and oversee actual settlement of clients within housing units that includes a move-in inspection of the condition of the unit.
8. Continually monitor waiting list by maintaining contact with applicants, removing names of applicants who have lost eligibility, moved away, found other accommodations etc. On a periodic basis conduct a purge process that includes contact with all applicants, review of eligibility, etc.

## **B. Vouchers**

Complete the process to award vouchers, to include meeting with landlords, arranging inspections and ongoing monitoring of recipients eligibility.

1. Notify applicants of availability of a voucher and verify continued eligibility. Prepare contract files (Housing Assistance Payment Contract), acquire contract signatures and oversee actual settlement of clients within a housing unit that includes arranging for a move-in inspection of the condition of the unit.
2. Meet with landlords to explain program requirements, payment methods and to explain and clarify roles, obligations and procedures of the HHA and those of the landlord.
3. Conduct reviews of continued eligibility for vouchers that includes income verification, change in family status, adherence to occupancy rules, initiating inspections etc. Terminate clients from the program who no longer are eligible or have violated rules.
4. Prepare reports and maintain records of program activities e.g. data for director of finance to ensure accurate housing assistance payments to landlords, a ledger for both incoming and outgoing ported certificates. Keep supervisor informed of issues and problems.

## **C. Other duties as assigned**

Performs a variety of other duties in support of ongoing HHA functions.

1. Complete special projects, such as research regulations and formulate procedures to ensure HUD compliance of all programs; implement new regulations and changes in existing regulations.
2. Administer special programs for a specific clientele that involves learning new requirements and procedures for information collection, verification and eligibility, establishing relationships with special needs individuals, and coordination/liason with other agencies such as VASH homeless voucher program. May also participate in the Coordinated Entry program that establishes the waiting list of people with the greatest need for housing or services in the area.

3. Attend meetings and conferences, and participate in ongoing training and educational programs and activities including maintaining knowledge of relevant laws, programs and processes.
4. Provide training and support to occupancy staff and monitor program compliance; provide support to the Housing Program Manager including advising of non-compliance issues with other occupancy staff and programs.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Demonstrated Knowledge of:**

- Customer service methods and techniques.
- Public Housing principles and policies.
- Modern office procedures, practices and methods including computers and business software.
- Business English, spelling and math.

### **Demonstrated Skills and Abilities in:**

**Communications and Teamwork :** Ability to establish and maintain cooperative working relationships with all those contacted in the course of work to include fellow workers, community members, tenants and board members; to communicate effectively in writing to produce clear, concise and accurate correspondence, presentations and reports.

**Self-development:** Continuing education in new methods, materials, and personnel practices. Learn apply federal and state laws and rules regarding business practices and HHA programs.

**Efficiency and Effectiveness:** Ability to plan, organize, prioritize, and coordinate work flow; work independently and meet multiple deadlines. Attention to detail and accuracy.

**Adaptability to changes and problem-solving skills:** Ability to define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables.

### **Preferred Software Skills:**

- >Microsoft Office Suite, including Word, Excel, Explorer and Outlook..
- >Windows based applications
- >Internet Explorer
- >Outlook

**Qualifications:**

- A combination of education and experience equivalent to an associate’s degree with coursework in business, communication and/or office technology and two years of experience in social service programs, customer service and/or office management.
- Possession of, or ability to obtain, a valid Montana Driver’s License and a driving record acceptable to insurance carriers.
- Must pass a background check.

**WORK ENVIRONMENT**

Normal work hours: This is a Non-Exempt position, paid hourly with overtime. The position will work at the direction of the Housing Program Manager and at times may require work longer than a 40 hour work week with varied hours.

Ability to perform light lifting (e.g. of records) several times per day. Must be able to work in typical office environment using office equipment for at least forty (40) hours per week. Must be able to stand at an office machine or work table for a period of time no less than one hour. Must be able to sit at a desk and computer terminal for a period of time no less than six hours. Must be able to lean, kneel, rise and twist to retrieve files from a standard file cabinet.

**COMMITMENT TO SERVICE**

Employees of the Helena Housing Authority are expected to achieve the highest standards of personal and professional work performance in commitment to serving HHA’s constituents and the Helena community in general. Ability to work in a team, be transparent in written and verbal communication, and show respect and care for people from a wide variety of backgrounds is needed on a daily basis.

**EMPLOYEE SIGNATURE**

---

**DATE**

---