

AUBURN HOUSING AUTHORITY

Position Description and Vacancy Announcement

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| Position Title | HCV Caseworker I | Department | HCV |
| Reports To | HCV Manager | Employment Status | Full-Time |
| FLSA Status | Non-Exempt | Salary and Grade | \$14.39 – \$21.58 per hour Grade 6 |
| Date Posted | October 11, 2022 | Date Closed | Open Until Filled |

Summary

The primary purpose of this position is to assist the HCV Manager in administering the Housing Choice Voucher program at the Auburn Housing Authority and its managed agency (Lafayette Housing Authority) in accordance with federal, state, and local guidelines, regulations, and policies, and to provide front-line customer service to HCV participants. The incumbent assists with HCV intake responsibilities and receives phone calls and in-person inquiries from HCV applicants and participants. The incumbent, in conjunction with the HCV Manager, performs a variety of technical case management duties, including selecting applicants from the waiting list, determining initial eligibility and establishing initial case files, and processing move-ins, unit transfers, move-outs, and portability requests.

All activities must support the Auburn Housing Authority (“AHA” or “Authority”) and its managed agencies’ missions, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

Administrative and Clerical Duties

1. Maintains positive resident communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, and landlords. Greets and directs visitors to appropriate personnel.
2. Provides clerical and administrative support, including mail intake and distribution, recordkeeping, document generation, data tracking, follow-up, and filing as assigned. Ensures that assigned work is completed accurately and in a timely manner; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.
3. Retrieves data from filing system, prints PBV participant annual and interim attachment data and maintains PBV files based on documents uploaded from assigned case manager. Reviews applications and PBV files for accuracy and completeness. Prepares and files PBV correspondence, notices, and reports for the HCV Department.

Case Management

1. Conducts intake, maintenance, and processing of applications in accordance with the applicable program and local, state and federal regulation.
2. Assists prospective applicants throughout the application process; provides customer support by briefing prospective and current participants on the program, explaining the way the program works and outlining duties and responsibilities of participants.
3. Certifies and calculates rent subsidy and utility allowance for potential and current housing residents at move-in or unit transfer in accordance with HUD and Authority regulations.
4. Develops and maintains confidential applicant files; compiles data from a variety of sources, databases, and logs.

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5. Prepares information packets for initial HCV briefings and prepares and assembles portability packets.
6. Acts as back up for providing case management for the TBV and PBV Programs, as needed.

Reporting and Compliance

1. In conjunction with the HCV Manager, maintains waiting list of applicants for TBV and PBV; selects applicants from waiting list; notifies applicants of eligibility, completes background checks, and processes application to prepare for move-in.
2. Conducts rent reasonableness assessment using data provided and in accordance with HUD and Authority regulations for move-ins and unit transfers.
3. Prepares Housing Assistance Payment (HAP) contracts and related documents for execution at move-in and unit transfer.
4. Generates periodic reports related to the HCV Program.
5. Prepares a variety of correspondence to landlords and program participants related to the scheduling and/or results of unit inspection and appointment letters.
6. Enters data into software and manual systems and updates the data as required.
7. Other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment and decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

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Job Competencies

1. Knowledge of HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
2. Knowledge of local, state and federal laws governing the Housing Choice Voucher Program, including HQS inspections, landlord/tenant regulations, and evictions.
3. Ability to operate office equipment, especially the use of computers for word processing, data entry, and spreadsheet applications.
4. Experience in handling multiple calls and visitors, and the use of message retrieval systems and transmission.
5. Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
6. Ability to perform program-required computations with speed and accuracy.
7. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

(1) A two-year college degree or (2) completion of a specialized course of study at a business or trade school or (3) completion of specialized training courses conducted by certified instructors or (4) job specific skills acquired through on-the-job training or apprenticeship program and a minimum of (2) years of administrative or clerical experience, preferably related to the Housing Choice Voucher Program or property management. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan. Upon hire, must complete the HCV Certification within a year.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate.

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Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Career Incentive Program
- Four-Day Work Week (Monday - Thursday)

Disclaimer

The AHA is an equal opportunity employer with a drug free workplace. We offer a competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

Application Process

To apply, please send a resume and cover letter to sbarrios@auburnhousingauth.org; the cover letter must include your salary requirements. Include the job title "HCV Caseworker I" in the subject line of your email. If you have questions about the position, please contact the following:

Shannon Walters, HCV Manager
sbarrios@auburnhousingauth.org
(334) 821-2262, ext. 221

| Read and Acknowledged | | |
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| | | |
| Employee Name [printed] | Employee Signature | Date |