

HOUSING SPECIALIST/BILINGUAL
(Rochester Housing Authority)

** For purposes of this document, the general term of 'Participant' will be used to refer to Applicants, Tenants, Residents and Participants, both prospective and current.*

DISTINGUISHING FEATURES OF THE CLASS: Employees in this entry-level service title perform a variety of administrative and, clerical tasks, including participant (*), landlord and housing authority liaison activities. Housing Specialists may assist management in overseeing day-to-day operations of public housing complexes. Housing Specialists may also manage participants and private landlord relations and interview, evaluate, select, and assist in evicting participants. Employees may perform field work such as inspecting Housing Authority property. Employees work independently, with general supervision from management staff. In the performance of duties of this position, it is necessary for incumbents to converse and correspond with Spanish speaking citizens to explain laws, ordinances, and codes of HUD and the Rochester Housing Authority. Related work is performed as required. Work may be performed in extreme weather and travel situations, as well as in varying living conditions.

TYPICAL WORK ACTIVITIES:

- Assists with the activities of a small housing office, assigning tasks to clerical workers and monitoring workflow;
- Interviews prospective participants to complete housing applications and collect eligibility information and documentation, explain RHA and HUD programs and guidelines, eligibility requirements and lease restrictions, and the rules and regulations applicable to public housing and Section 8 programs;
- Conducts recertification of housing eligibility for current participants;
- Interviews new and current participants to obtain data regarding income and household expenses and to collect documents of proof;
- Verifies that information provided by housing participants is accurate by inspecting documents and contacting social service agencies, employers, etc. by phone or mail;
- Determines eligibility and suitability of participants for residency in public housing and Section 8 programs;
- Computes income and expenses to determine participants rental charges according to the Authority's policies and HUD's rules and regulations;
- Inspects rental units to assess housekeeping habits of participants and identify repair and maintenance needs and need for correction of safety hazards;
- Discusses with public housing participants complaints against them such as poor housekeeping habits, insect infestations, landlord/neighbor relations, noise, etc., and delivers oral and written lease enforcement notices when necessary;
- Recommends eviction of participants when necessary and assists with eviction proceedings;
- Assists landlords with completing forms for lease and contract renewals to receive rental subsidies for privately owned housing;
- May contact various human service agencies and refers tenants to such organizations as visiting nurses, Department of Social Services, medical transportation and youth and family counseling;
- May collect rents and other participants charges, make deposits and prepare appropriate documentation;
- Writes letters, memos, simple reports, and completes a variety of forms and ledgers using a personal computer;
- Uses the Spanish language as needed while in the performance of job duties.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to maintain confidentiality of information;
- Ability to multi-task and be efficient;

- Ability to communicate effectively and professionally with staff, management and participants both verbally and in writing, in both English and Spanish;
- Ability to communicate in writing by preparing documents such as correspondence, memos, simple reports and work orders;
- Ability to handle daily caseload and maintain files which includes lifting (up to 25 pounds) and transporting of files;
- Ability to add, subtract, multiply, divide, and calculate percentages;
- Ability to write clearly and transfer and transcribe written and oral information accurately;
- Ability to read and understand complex regulations, procedures and guidelines;
- Ability to follow office procedures;
- Ability to explain rules and guidelines in terms appropriate to the audience;
- Ability to interview individuals in order to obtain necessary information;
- Ability to evaluate impartially the validity of information given by all parties in a dispute;
- Ability to be firm and professional in explaining and enforcing rules and guidelines;
- Ability to conduct telephone inquiries;
- Ability to remain calm in stressful situations;
- Ability to express compassion and empathy when appropriate;
- Ability to work with a diverse group of people;
- Ability to provide good customer service;
- Ability to translate from Spanish to English and from English to Spanish;
- Ability to operate a computer;
- Ability to access multi-story buildings with varying access methods (stairs, elevators, ramps);
- Ability to perform in various work environments such as an office, apartments, houses and outside areas;
- Willingness to work in environments of varying living conditions, as well as extreme weather when traveling between RHA sites.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

- All entry level KSA's, PLUS
- Knowledge of federal, state and local housing and social service program guidelines and regulations;
- Knowledge of local social and medical services and their referral policies and procedures;
- Knowledge of RHA policies and procedures as they apply to the job of a Housing Specialist.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; AND

I. A. Associate's degree in Human Services or Business Administration or a related area;

OR

B. Two (2) years of work experience involving explaining complex information and making determinations based on complex rules, guidelines or procedures, in fields such as, but not limited to, social services, financial aid, insurance claim investigation, employment and training intake, mortgage origination, housing eligibility intake.

OR

II. Four (4) years of work experience as described in I-B.

SPECIAL REQUIREMENT WHEN ASSIGNED TO PUBLIC HOUSING:

Possession of a Class D New York State Motor Vehicle Operator's license at time of appointment, which must be maintained throughout tenure in this title.

ADOPTED: NOVEMBER 19, 2015