

**COMPETITIVE
\$34,000 - \$48,000
9371**

SENIOR HOUSING SPECIALIST
(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 mid-level service title perform a variety of administrative, clerical, and supervisory tasks, including participant (*), landlord and housing authority liaison activities. Senior Housing Specialists assist management in overseeing day-to-day operations of public housing complexes, supervising and coordinating clerical work. Senior Housing Specialists may perform any or all functions of a Housing Specialist, and also meet with various community and human service organizations. Senior Housing Specialists may also mentor Housing Specialists and clerical staff. Employees work independently, with general supervision from management staff. 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:

Coordinates the activities of a small housing office, assigning tasks to clerical workers and monitoring workflow, overseeing activities including report preparation, requisition and purchase of supplies, and maintenance of office records;

Maintains, or coordinates clerks who maintain, participant and housing records;

Contacts various human service agencies and refers tenants to such organizations as visiting nurses, Department of Social Services, medical transportation, and youth and family counseling;

Daily involvement with project maintenance activities, including communication with maintenance staff, and facilitating needed maintenance and repair work;

Prepares correspondence dealing with housing applications, participant selection, project or program regulations, and related activities, and completes multiple forms and ledgers using a personal computer;

May assist in evaluating, planning, organizing, and coordinating operational activities, including property management and participant relations;

May participate in a variety of surveys and studies relating to housing activities;

May be initial point of contact for outside agencies and vendors;

Continues to perform Housing Specialist tasks, as needed, and also for training purposes (including):

Interviews prospective participants to complete housing applications and collect eligibility information and documentation;

Interviews new and current participants to obtain data regarding income and household expenses and collects documents of proof, then verifies information is accurate by checking directly with sources;

Determines eligibility and suitability of participants for residency in public housing and Section 8 programs, and conducts recertification of housing eligibility for current participants;

Computes income and expenses to determine participants' rental charges;

Inspects rental units to 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;

SENIOR HOUSING SPECIALIST/RHA

Page 2

TYPICAL WORK ACTIVITIES (Continued):

Recommends eviction of participants when necessary, and assists management and legal counsel with eviction proceedings;
Assists landlords with completing forms for lease and contract renewals to receive rental subsidies for privately owned housing;
May collect rents and other participant charges, make deposits, and prepare appropriate documentation.

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to demonstrate understanding of principles and practices of office management;
Ability to demonstrate understanding of principles and practices of building maintenance;
Ability to mentor others;
Ability to plan, organize, and coordinate the work of others while following office procedures;
Ability to maintain confidentiality of information;
Ability to multi-task and be efficient;
Ability to handle daily caseload and maintain files, which includes lifting (up to 25 pounds) and transporting of files;
Ability to communicate in writing by preparing documents such as correspondence, memos, simple reports, and work orders;
Ability to write legibly and transfer and transcribe written and oral information accurately;
Ability to read and understand complex regulations, procedures and guidelines;
Ability to add, subtract, multiply, divide, and calculate percentages;
Ability to explain rules and guidelines in terms appropriate to the audience;
Ability to interview individuals in order to obtain necessary information;
Ability to conduct telephone inquiries;
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 remain calm in stressful situations, expressing compassion and empathy when appropriate;
Ability to work with a diverse group of people;
Ability to provide good customer service;
Ability to operate a personal 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 Senior Housing Specialist.

SENIOR HOUSING SPECIALIST/RHA

Page 3

MINIMUM QUALIFICATIONS:

High school diploma or Equivalent; **AND**

- I. A. Associate's degree in Human Services or Business Administration or a related area;
AND
- B. Three (3) years of full-time work experience or its part-time equivalent 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. Five (5) years of full-time work experience or its part-time equivalent as described in I-B.

SPECIAL REQUIREMENT WHEN ASSIGNED TO PUBLIC HOUSING:

- 1. Valid N.Y. State Class D driver's license. This license must be maintained while in this assignment.
- 2. Availability of a car for daily use.

ADOPTED: JULY 23, 2015

REVISED: OCTOBER 22, 2015