

AREA IV AGENCY ON AGING AND COMMUNITY ACTION PROGRAMS, INC.

Position Description

POSITION: Housing Choice Voucher Program Housing Specialist

DEPARTMENT: Community Action Programs

REPORTS TO: Housing Choice Voucher Program Coordinator

FLSA STATUS: Full Time, Regular, Non-Exempt

POSITION PURPOSE AND OBJECTIVES: To assist the Program Coordinator to ensure the successful implementation and completion of agreements of the Housing Choice Voucher Program in a manner compliant with all federal, state and program specific regulations.

ESSENTIAL FUNCTIONS:

- Ensure that policies and procedures are followed to meet best practice standards, including all compliance and contract metrics, for program.
- Obtain and maintain required Housing Specialist certifications within required timeframes.
- Ensure that appropriate action is taken for the resolution of complaints from clients, landlords and staff.
- Network to increase awareness of programs and to seek avenues for program development.
- Complete and submit accurate required paperwork even under stressful conditions.
- Develop relationships with landlords and others such as courts, state agencies, utility companies, banks, etc.
- Provide backup to Housing Choice Voucher Program Coordinator as needed
- Attend relevant meetings, trainings and conferences to enhance program related knowledge and obtain any required certifications
- Other duties as assigned by the Program Coordinator and Deputy Director of Community Action Programs

REQUIREMENTS AND QUALIFICATIONS:

High school diploma or equivalent required. Previous experience in a related social service setting is preferred. Must possess the ability to evaluate and react to change in positive and productive manner. Must possess the ability to exercise critical thinking skills to solve problems. Must possess excellent oral and written communication skills and be able to effectively communicate with staff, clients, and inter/intra agencies. Must possess the ability to organize and multi-task as well as exercise critical thinking skills to solve problems. Must possess strong computer skills and have the ability to learn new systems and programs. Must have the ability to maintain client confidentiality and to exercise ethical judgment, integrity, dependability and accountability in the performance of duties. Must possess a valid Indiana Driver's license and dependable transportation in order to provide services in counties served by Area IV.

PHYSICAL REQUIREMENTS:

To perform the essential functions of this position, the employee is regularly required with or without reasonable accommodations to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copiers, telephones and other office equipment. The position may require long periods of data entry. The position requires normal range of hearing and vision. May require lifting of up to 15 pounds.

ACKNOWLEDGMENT

Acknowledgement of this Position Description does not constitute a contract of employment. This position can be modified at any time for any reason with authorization from the Executive Director. Area IV Agency on Aging and Community Action Programs, Inc. is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

Employee/Date

Executive Director/Date

Reviewed August 2021