

POSITION TITLE: Intake/Client Services Specialist
DEPARTMENT: Housing Program Administration
DIVISION: Intake and Client Services
REPORTS TO: Coordinator, Housing Program Administration
SUPERVISES: No Staff

PURPOSE: Technical and administrative support of a complex, responsible level related to the overall day-to-day operations of the Section 8 Intake and Client Services Divisions for a variety of HUD Section 8, special needs and McKinney funded housing programs. Responsibilities include performing the day-to-day activities of intake services; as well as client services tasks associated with a defined caseload of current tenants. Position involves telephone communication and public contact work.

ESSENTIAL FUNCTIONS OF THE POSITION: In accordance with HUD Regulations, regulatory agencies, program specific requirements, and VSHA policies and procedures:

1. Intake Services:
 - Coordinates application process and performs day-to-day duties related to intake services to ensure accurate, efficient and productive processing of housing applicants.
 - Handles all Section 8 voucher portability (in-state and out-of-state), including generating monthly portability report and billing.
 - Meets with and interviews applicants.
 - Assists applicants with completing required forms.
 - Obtains verifications and criminal background checks.
 - Determines eligibility of applicants for a variety of programs having different eligibility criteria.
 - Issues subsidies to eligible applicants in a timely, efficient manner.
 - Manages/monitors waiting lists, available subsidies, and unit vacancies.
 - Promotes and markets various housing options to general public and program applicants; and as needed/required, assumes additional responsibilities relative to marketing and new initiatives.
2. Client Services:
 - Determines the ongoing eligibility of families and participants.
 - Processes lease-ups and annual and interim reexaminations; verifies income and expense information, and eligibility of new household members.
 - Calculates and processes adjustments to housing assistance payments (HAP) and tenant URP payments; prepares and reviews weekly HAP adjustment reports and determines amount of subsidy payments.
 - Performs complex mathematical calculations to correctly determine tenant rent and subsidy; as directed, starts, stops and resumes subsidy payments.
3. Verifies with other public housing authorities status of program participants eligibility using Tenant Check and EIV system.
4. Handles information requests, program explanations to applicants, participants, agencies and the general public; resolves or refers any complaints or problems to the appropriate personnel.
5. Prepares and maintains confidential applicant and program participant files, criminal record request logs and background records, including within computerized program.

6. Participates in and conducts informal reviews as necessary, to address eligibility determinations.
7. Generates, reviews and submits required regular reports, including waiting lists.
8. Compiles and maintains application packages, updates as necessary forms, letters, etc.; processes mail; handles telephone inquiries and correspondence, as necessary.
9. Develops and maintains effective working relationships with private and public agencies, statewide community based organizations, advocates, shelters, property owners, agents, and other VSHA staff to meet the needs of applicants and program participants through all appropriate programs.
10. Performs related work as required or assigned.

SECONDARY POSITION TASKS:

1. May occasionally assist field representatives with reexams, lease ups and application sessions in various locations throughout the state.
2. Will assist with special projects in support of the goals of the Intake and Client Services Divisions to include creation of custom forms, reports, and assistance with software related events such as updates and upgrades.
3. As needed, may occasionally provide back up to front desk and phones.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

1. Associates degree with coursework in technical and administrative offices practices.
2. Additional experience, as defined below, may be substituted on a year-for-year basis for the Associates Degree.

Experience:

1. Two years of technical and administrative work in human services, preferably in assisted housing programs, including public contact.

Skills and Abilities:

1. Ability to learn and adapt to extensive, complex rules, regulations, and functions related to VSHA and HUD, and apply them to daily responsibilities. (This knowledge should be acquired within the first six months). Ability to meet goals and objectives set by the Authority within a specific time.
2. Possess strong organizational and communication skills; ability to plan and organize a heavy and complex workload; quickly identify priorities of a busy office; operate under stress and work independently referring policy clarifications to supervisor.

3. Strong clerical skills; ability to think creatively and take initiative with appropriate supervision to solve identified workflow barriers and create solutions in the form of custom forms, letters, and reports. Ability to use word processing, spreadsheets, and other computerized programs as well as general office equipment accurately and proficiently.
4. Working knowledge of interviewing methods and techniques and ability to apply these in a way that puts applicants/participants/colleagues at ease. Ability to communicate complex program information and requirements to a diverse public and be sensitive to the needs of low income, elderly and disabled individuals and families.
5. Ability to maintain confidentiality; exercise good judgment; communicate effectively orally and in writing in stressful and emotional situations with sensitivity, courtesy, tact and empathy; establish and maintain effective working relationships with supervisors, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.
6. Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, English grammar, usage and spelling.
7. Possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.

Certifications/Registrations/Licenses:

Essential: Must have or be able to obtain (within one year of initial employment) appropriate certifications in HUD-funded Section 8 and Special Needs Housing rental assistance programs where applicable and as required.

Non-Essential: Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.

Working Conditions/Physical Demands:

Essential:

1. Full time position, 40 hours per week.
2. Must be able to report to work on time and adhere to VSHA work schedules, rules, and regulations.
3. Office environment.
4. Ability to bend over to low files and reach high files.
5. Ability to lift, carry, push, pull or otherwise move an object.
6. Walking, standing and driving for brief periods of time.

Equipment Used:

1. Computer, printer, scanner, typewriter, telephone, TTY, FAX, photocopier, calculator, general office equipment.

Pay Classification: 5