

Job Description

Job Title: Housing Choice Voucher (HCV) Assistant

Supervisor: Housing Choice Voucher (HCV) Manager

Job Statement:

The Housing Choice Voucher Assistant primary focus is to assist the Housing Choice Voucher Case Manager to administer and facilitate the Housing Choice Voucher Program (HCV) of Greater Metropolitan Area Housing Authority of Rock Island County (GMAHA) under the direction of the Housing Choice Voucher Manager.

Job Description:

1. Answers telephone inquiries and provides information to assist applicants, clients and landlords
2. Greets, assists, and provides information applicants, clients and landlords who come in office
3. Assists applicants with preliminary applications as necessary
4. Assists in completing the preliminary screening on prospective applicants
5. Prepares appointment letters and intake application packets to be mailed to applicants
6. Assists in conducting interviews of prospective applicants, explains program and eligibility requirements
7. Assists in collecting information pertinent to eligibility and continued eligibility and retains in file
8. Assists the HCV Manager in processing information collected at interview and submits verifications for landlord, criminal background, income and other required information by mail, e-mail, fax or phone according to HUD regulations and PHA policy
9. Assists in maintaining all client files during processing, voucher issuance & after lease up
10. Scan all files into File Vision
11. Assist with annual letters to waiting list applicants
12. Purge all appropriate files annually
13. Assists in preparing information for briefings
14. Assists clients to locate suitable housing in accordance with the HCV Program
15. Maintains landlord available unit listing and/or website with information
16. Responds to landlord inquiries and/or concerns
17. Coaches and assists in resolution of problems between landlords and clients
18. Assist in scheduling annual, interim, and zero income interviews
19. Prepares appointment letters and recertification packets for clients
20. Collects, enters and monitors payments and takes appropriate action to enforce repayment agreements

21. Assists with the preparation, submission, receipt and filing of a variety of reports
22. Schedules, prepares letters to landlords and clients, and conducts annual and initial inspections
23. Prepares and mails letters to landlords and clients for failed inspections
24. Follows up on inspections that require additional action or resolution
25. Contributes to team effort by accomplishing other duties as assigned

Qualifications and Knowledge:

- Associates degree in social service or related field preferred or,
- Two years of experience in related field, or an equivalent combination of experience and education
- Computer literate, able to work with MS Word, Power Point and Excel
- Bilingual Preferred (English and Spanish) - utilization of translators
- Valid Illinois Driver's license
- Eligible for coverage under the GMAHA fleet auto insurance
- Federal, state and local laws, rules and regulations, as they pertain to low income housing and equal housing opportunities
- HUD's Public and Indian Housing Program
- Basic Financial Skills for calculating annual income
- Certifications to be received – Rent Calculation Specialist (within 6 months), Housing Quality Standards Inspector (within 1 year)
- Housing Choice Voucher Manger (within 1 year)

Potential Candidates Must:

- Work well and harmoniously with other staff members
- Multi-Task and work well under short timelines
- Communicate effectively both verbally and in writing
- Work independently and prioritize workload
- Prepare comprehensive reports
- Lift items of up to 25lbs in weight
- Occasionally travel for training

The above statements reflect the general details necessary to describe the essential functions of the position and may not be construed as a detailed description of all the work requirements that may be required during your employment. Your signature below constitutes your acceptance and understanding of the essential functions and requirements of this position.

Signature

Date