

JOB DESCRIPTION

Job Title: Housing Choice Voucher Case Manager

Supervisor: Assistant Director

Job Statement:

The Housing Choice Voucher Case Manager's primary focus is 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 Assistant Director

Job Description:

1. Assists applicants with preliminary applications as necessary
2. Answers telephone inquiries and provides information to assist applicants, clients and landlords
3. Completes preliminary screening on prospective applicants
4. Prepares appointment letters and intake application packets to be mailed to applicants
5. Interviews prospective applicants, explains program and eligibility requirements
6. Collects information pertinent to eligibility and continued eligibility and retains in file
7. Processes 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
8. Review and determine eligibility, then notify applicant in writing of decision
9. Maintain all files during processing, voucher issuance, and after lease up to client files
10. Assist with annual letters to waiting list applicants
11. Purge all appropriate files annually
12. Schedules and coordinates voucher issuance and briefing appointments
13. Prepares information for briefings
14. Conducts briefings for clients and landlords to explain housing program obligations
15. Assists clients to locate suitable housing in accordance with the HCV Program
16. Maintains landlord/ available unit listing or website with information
17. Executes Housing Assistance Payments (HAP) Contracts with landlords
18. Enforces HAP Contracts
19. Responds to landlord inquiries and/or concerns
20. Coaches and assists in resolution of problems between landlords and clients
21. Utilizes effective marketing methods to encourage new landlords to join the program
22. Expedites processing of port ins and outs with other Housing Authorities and clients
23. Prepares and maintains PIC and EIV data and oversees data integrity

24. Monitors client activities related to changes in income to determine level of subsidies
25. Enters data into appropriate computer systems
26. Calculates utility allowances
27. Receives and processes requests for Tenancy Approval
28. Conducts ownership certifications prior to paying HAP for new properties
29. Performs rent reasonableness calculations and maintains records of comparable units
30. Schedules annual, interim, and zero income interviews
31. Prepares appointment letters and recertification packets for clients
32. Interviews clients regarding current eligibility and encourages clients to move along the housing continuum
33. Processes information collected at interview and submits verifications for income and other required information by mail, e-mail, fax or phone according to HUD regulations and PHA policy and retains in client file
34. Reviews all collected information to determine continued eligibility and rent shares
35. Notifies applicants and tenants in writing of rent shares, warnings, and other actions
36. Researches, analyzes and documents programmatic issues or complaints and applies proper action to the problem
37. Initiates Termination of Assistance of families for non-compliance, or non-performance, or other grounds in conformance with established PHA policy
38. Recognizes unreported client income, calculates retro-active rent/HAP due to the agency
39. Executes repayment agreements, collects, enters and monitors payments and takes appropriate action to enforce repayment agreements
40. Prepares information for hearings and attends when required
41. Schedules, prepares letters to landlords and clients, and conducts inspections
42. Prepares and mails letters to landlords and clients for inspections that do not pass
43. Follows up on inspections that require additional action or resolution
44. Prepares and processes monthly Housing Assistance Payments
45. Prepares direct deposit files for monthly payments
46. Submits files to Finance Department for bank processing
47. Prepares reports for supervisor and CEO
48. Prepares end of year reports for SEMAP and sends 1099's to landlords
49. Monitors numbers of clients entering and leaving the program and reports to Supervisor
50. 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
- 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. This does not create an employment contract or any promise for any term or condition of employment or otherwise alter the at-will employment relationship.

Signature

Date

Print Name