

July 2024
FLSA: NON-EXEMPT

HOUSING SPECIALIST II – Family Self Sufficiency (FSS)
(aligned for salary purposes with HOUSING SPECIALIST II)

DEFINITION

Under general supervision, performs a variety of complex journey level work related to the Housing Authority's provision of the Family Self Sufficiency Program (FSS) as well as working on housing assistance, including functions such as eligibility determination, landlord relations, new leases, reexaminations, and terminations, coordination of activities, counseling, and evaluation of participants in the Family Self-Sufficiency program; provides or arranges for training programs, conducts orientations, evaluations, and appraisals of clients, collect data, file reports, provide technical assistance to the Housing Programs & Family Self-Sufficiency and other Authority staff; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned supervisor. May receive work direction and functional supervision from higher level staff. May provide technical and direction supervision of lower level staff.

CLASS CHARACTERISTICS

This is the journey level class in the Housing Specialist series. Incumbents perform difficult and complex duties and are required to be fully knowledgeable in all procedures related to assigned areas of responsibility. At this level, a certain amount of independence has been reached. Incumbents may act as a team leader for their assigned functional area. This classification is distinguished from the Housing Specialist III classification in that the latter is responsible for resolving the most difficult and complex issues, as well as for the coordination of functions. This position is distinguished from the general Housing Specialist II positions in that this position provides case management services to FSS program participants in addition to conducting eligibility determination, landlord relations, new leases, reexaminations, and terminations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in performing various aspects of the FSS program including recruitment, individual participant, setting and monitoring, coordinating training, providing case management, file management, reporting etc. The supervisor, manages the PCC, annual statements, graduation and attend monthly FSS meetings. Conducts all Housing programs actions for all FSS participants.
- Performs complex varied Housing Authority program work and participates in the full range of duties involved in working with clients.
- Performs annual, interim, and special reexaminations of participants; receives, reviews, and processes reexamination packets prepared by a Housing Assistant or Housing Specialist I.
- Determines initial and continuing eligibility to receive assistance under various programs; issues vouchers to eligible applicants in leased housing programs and recertifies participants to transfer.
- Conducts Program Violation Conferences with participants; determines if repayment agreement and/or program termination may be required; initiates and carry out termination procedures; may monitor repayment agreements or other term of ongoing program eligibility.
- Coordinates various projects activities or services as assigned.
- Coordinates with other stakeholders, advocates, and outside agencies for services such as portability of benefits to other jurisdictions.
- Performs a variety of complex research regarding areas such as handling of caseloads and case histories; prepares various summaries and reports; maintains program integrity; investigates possible program violations.
- Answers questions, explains rules and regulations, resolves problems, and receives and investigates complaints; may resolve property services issues that may involve determining corrective action and the assignment of appropriate staff and equipment; may resolve tenant issues including referral to various social service programs.
- Provides or arranges for training programs, conducts orientations, evaluations, and appraisals of clients, collects data, file reports, provide technical assistance to the Housing Programs & FSS and other Authority staff, and performs other related work as required.
- Provides case management services, including orientation, intake, Action Plan development, contract signing, progress evaluation, assistance, and graduation, through regular meetings with program participants; explains client responsibilities and monitor performance in the FSS.
- Coordinates activities, manages, counsels and evaluates a caseload of participants in the FSS program.
- Coordinates the development, implementation and administration of the FSS program and related programs designed to facilitate the self-sufficiency of program participates, including program participant outreach, selection and participation; determines participant's escrow credit.
- Creates articles, layout, and design for newsletters; develops materials, forms, and brochures concerning program activities.

- Provides FSS information to prospective participants and the public.
- Conducts orientations and other program presentations using audio-visual equipment.
- Compiles statistics, develop reports, and provide information and data to Management staff.
- Compiles, maintains, and updates resources and lists of service providers in the community for referral of clients
- Attend and participate in meetings with County departments, non-profits, and other public agencies relating to self-sufficiency activities.
- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and Alameda Housing Authority Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Maintains various records or systems including computerized systems; enters and retrieves data; ensures reliability of database; participates in electronic document retention activities; performs other complex technical functions.
- May perform leasing functions; may explain housing programs to applicants, participants, and property owners; conducts landlord outreach; notifies tenants of their rights and responsibilities.
- May process portability paperwork for participants wishing to move in or out of the Housing Authority's jurisdiction.
- May process "Requests for Tenancy Approvals" including creating new units, determining rent reasonableness, performing rent calculations, reviewing property owner-provided documents, and preparing Housing Assistance Payment (HAP) Contracts.
- May coordinate and perform lease negotiations; review leases for accuracy and legality.
- May process rent increases; determines if rent increase is reasonable through use of online tool; may conduct rent negotiations with property owners.
- May evaluate and process rent corrections, including calculations and required reimbursements.
- May enter, review, monitor, and/or correct HAP abatements.
- May train and educate other staff on the use of office equipment and software applications.
- Assembles and reviews data and information for various records and reports.
- Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- May participate on special committees.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods and practices used in housing assistance and/or social service programs.

- Applicable laws and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development.
- Policies, technical processes, and procedures related to the Housing Authority.
- Methods used to conduct housing inspections.
- Specific property conditions that have the potential to endanger the health and safety of occupants.
- Filing techniques, including indexing and cross-referencing methods.
- Document and report production methods.
- Principles and procedures of record keeping and reporting.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Interpret, apply, and explain applicable Housing Authority policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Compile and review information; prepare records and reports.
- Conduct detailed housing inspections and communicate results with owners and tenants.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Interact with a variety of governmental and community organizations and with people of diverse social, economic and ethnic backgrounds.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of twelfth (12th) grade (documentation of high school diploma or equivalent certification such as GED, will be required for hire). Bachelor's or associate degree is preferred.
- Two (2) years of experience working with and assisting in the administration of assisted housing programs, social services program, property management, or housing/building inspection. Experience with and detailed knowledge of the FSS program is preferred.
- Must have demonstrated ability to recruit applicants, provide case management, maintain social service files and conduct basic program management

Licenses and Certifications:

- If the assigned duties of the position include field inspections, possession of, or ability to obtain, a valid driver's license by time of appointment is required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or tablet, typewriter keyboard, or calculator and to operate standard office equipment. Typical positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Will be required to travel for outreach and meetings within Alameda and the east bay. Evening or weekend work is required approximately 1-3 nights a month. Additionally, some employees in this classification may be assigned to occasionally or primarily perform inspections in the field which requires the ability to operate a motor vehicle, climb stairs, bend, stoop, or reach to examine physical conditions at assisted properties, and record inspection results on paper or an electronic device. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in

interpreting and enforcing departmental policies and procedures. Additionally, employees assigned to perform field inspections, work in and around houses and buildings and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, animals, insects, physical, mechanical, and/or electrical hazards, and hazardous physical substances and fumes.