



1954 E. Houston., Suite 104 / San Antonio, Texas 78202  
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### POSITION DESCRIPTION

<b>TITLE</b>	HCV Specialist I		<b>Jamie.flechas@habctx.org</b>
<b>SUPERVISOR</b>	HCV/ Manager	<b>DEPARTMENT</b>	HCV
<b>REGULAR/TEMP</b>	Regular	<b>FULL/PART</b>	Full-time

#### Position Summary:

Responsible for implementing the complete leasing cycle under the agency's tenant-based rental assistance housing programs, primarily the Housing Choice Voucher (HCV) Program. Will work on all aspects of Section 8 program.

#### Essential Functions:

Conducts annual re-certifications for HCV participants to determine continued eligibility and benefit level. This process includes scheduling re-certification appointments, collecting documentation, entering all information in computer data base, making revisions, calculating rent adjustments, and notifying residents and landlords orally and/or in writing of changes. Ensures that all re-certifications are completed by required due date.

Determines eligibility for current program participants and recertifies participants, and accurately completes rent calculations for Housing Choice Voucher participants by following required federal regulations and local policies. Submits files for case screening each month and completes any corrections for previous month by the stated due date.

Compiles files with all necessary documents following the verification hierarchy and other required policies outlined in the HCV Administrative Plan and Standard Operating Procedures (SOPs). This includes following-up on pending documents to ensure timely processing of interim and annual re-certifications.

Receives approved inspection reports, and completes final rent calculations for any annual recertification or new lease (initials) in a timely and accurate manner. This includes notifying owners and tenants in writing of rent amounts. Completes Housing Assistance Payment (HAP) contracts, obtains copy of lease, and obtains owner signatures on HAP contract within 60 days of contract effective date.

Processes interim increases and decreases accurately and timely each month, following the guidelines of the Administrative Plan and applicable SOPs.

Initiates fraud investigations and/or abuse identified through the Enterprise Income Verification (EIV) system and/or other third-party source. Documents fraud, verifies income and follows the Fraud SOP to send fraud warning letter, recalculate rent or enter in fraud database for further review by Compliance. As needed, prints EIV reports and places in tenant files within 90 days of Housing Assistance Payment Contract effective date for all new admissions, and follows up on any identified fraud.

Responds promptly to tenant and property-owner questions, returning phone calls and e-mails daily. Establishes and maintains excellent working relationships with HCV program participants, property owners and managers.

Maintains client records on computer and in case folder, including processing and filing all incoming documents in a timely manner. Manages clients' file integrity in accordance with privacy and confidentiality laws and regulations.

Processes clients for termination for program violations, expired vouchers or voluntary withdrawals. This includes obtaining any necessary support documentation.

Assists with initial orientation briefings for new Housing Choice Voucher participants, Special Program allocations and moving orientation as required. Serves as backup to issue vouchers and generate accurate rent estimates at initial and move orientations; expedites Request for Tenancy Approvals by verifying affordability, and requests inspections of dwelling units; and follows-up on pending Request for Tenancy Approvals.

Prepares monthly reports to advise supervisor of caseload status.

Provides information to clients about available housing options and how to choose quality housing.

Provides clients with resources and referral information needed to work toward self-sufficiency.

Performs other duties as assigned by supervisor.

### **Education and Experience:**

#### **Required**

Associate's degree or equivalent from a two-year college or technical school and one year of experience; or High school education or G.E.D. and two to three years related experience and/or training; or an equivalent combination of education and experience. Associate's degree in Business Administration or Social Science.

#### **Preferred**

Bachelor's degree from a four-year college or university; or four to five years related experience and/or training; or equivalent combination of education and experience. Bachelor's degree in Business Administration or Social Science. Experience in providing social services.

### **Certification and Licensure:**

- Bondable.
- Valid Texas driver's license.
- Eligible for coverage under Housing Authority fleet auto insurance.
- Housing Choice Voucher Income Certification and Rent Calculation Certification or acquire certifications within 12 months of employment.

### **Knowledge, Skills, and Abilities:**

- Excellent computer skills to include Microsoft Office Suite - Word, Excel, PowerPoint, and Access.
- Excellent written and oral communication skills.
- Knowledge of general office practices and procedures, business English and basic arithmetic.
- Some knowledge of standard bookkeeping principles, practices, and techniques.
- Knowledge of HUD and Housing Authority policies, procedures, and practices pertaining to the Housing Choice Voucher (Section 8) programs and related rental assistance programs.
- Skill in operating general office machines and computers.
- Ability to communicate and relate to persons of diverse backgrounds and abilities, and establish and maintain effective working relationships with other employees and residents.
- Performs other duties as assigned or required.

**Supervision:**

The employee receives work assignments their supervisor. Priorities and time frames are established by the supervisor to achieve department goals. The supervisor monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. The HCV Specialist is responsible for setting priorities to effectively manage their caseload and assist the department in accomplishing goals.

The employee has no supervisory responsibilities.

**Responsibility for Confidential Matters:**

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

**Guidelines:**

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

**Complexity:**

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.

**Scope and Effect:**

The employee's work primarily affects the administrative output of the Assisted Housing Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

**Public Contacts:**

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

**Mental and Physical Abilities:**

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

**Working Conditions:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.