



Position title	<i>Housing Specialist</i>
Reports to	<i>Housing Subsidy Supervisor</i>

Housing Authority of Utah County's Mission

We assist families in obtaining safe, affordable, and energy-efficient housing as they strive to achieve self-sufficiency and improve the quality of their lives.

Housing Authority of Utah County's Values

All employees are expected to live by these values during their work hours. Additionally, because our private actions have an impact on the way the Housing Authority is perceived in the community, all employees are also expected to live by these values outside of work hours.

- **Integrity.** We are honest with ourselves, our clients, our partners, and the community. Integrity is part of our nature and guides all we do and say.
- **Professionalism.** We are proficient and competent in all we do. We strive to continually improve our own capabilities and to always do our best.
- **Partnerships.** We cannot fully achieve our mission and vision without the help of others. We value collaborative efforts with others—individuals, nonprofits agencies, and government entities—whose missions and work aligns with ours. We work to build, sustain, and improve these partnerships.
- **Understanding.** We seek to continually understand the circumstances, perspectives, opinions, problems, and opportunities of clients, partners, funding agencies, and each other. We will act only after seeking to fully understand.
- **Respect.** Our respect for others is paramount. This respect is seen in the way we speak to and speak of others; we are courteous, thoughtful, and kind in all our interactions.
- **Safety.** We follow all safety rules and practices to protect the health and welfare of ourselves and others, even if it takes more time, is less convenient, or troublesome in any way.
- **Fiscal Responsibility.** We acknowledge that our success depends on our being good stewards of government and donor funds. We do all that is expected in our financial transactions, adhere to all policies, maintain appropriate transparency, and exercise sound judgement.

Position purpose

Support the mission of the Housing Authority of Utah County by providing case management for clients who are receiving Section 8 assisted rental services to help them obtain safe, affordable, and energy-efficient housing."

Duties and responsibilities

- *Process and complete initial admission certifications:*
 - *Re-evaluate client eligibility*
 - *Educate clients and landlords about the admission process*
 - *Process Requests for Tenancy Approval*
 - *Negotiate changes to landlord lease on behalf of tenants*
- *Process and complete annual certifications:*
 - *Schedule appointment and meet with clients to review annual certification paperwork*
 - *Follow up on client changes and missing items*
 - *Re-evaluate client eligibility*
 - *Process annual certification paperwork*
- *Process and complete client moving and portability certifications:*

- *Re-evaluate client eligibility*
- *Educate clients on the moving/porting process*
- *Schedule appointment and meet with clients to review certification paperwork*
- *Process Requests for Tenancy Approval*
- *Process and complete interim certifications:*
 - *Re-evaluate client eligibility*
 - *Process interim certification paperwork*
- *Schedule and conduct client appointments as needed (certification, private conference, informal hearing, promissory, zero income, child turning age 18, add to household, client request, etc)*
- *Identify, collect documentation, and calculate client overpayments*
- *Create client and landlord communications (email, letters, etc)*
- *Process and Maintain Section 8 client files for special programs (Low Income Housing Tax Credit, Shared Housing, Project Based)*
- *Maintain client files*
 - *Maintain physical file in chronological order*
 - *Maintain and correct MTCS/PIC submissions*
- *Maintain (update and correct) EIV Debts*
- *Complete required job trainings, meetings, and certifications as assigned*
- *Attend community outreach events as assigned*
- *Other duties as assigned*

Qualifications

- *Education: High School Diploma or Equivalent*
- *Specialized knowledge: Basic math, writing, communication, and computer skills*
- *Skills: General office and clerical skills. Able to type 55 words per minute. Basic knowledge of computer systems (Microsoft Office, Internet, etc).*
- *Abilities: Able to prioritize and manage a wide variety of tasks and meet applicable deadlines. Able to work with minimal supervision. Able to work with a variety of clientele including elderly, disabled, and low income households.*
- *Professional Certification: Able to pass a criminal background and reference check. A valid Utah State driver's license.*
- *Experience: Two years of work experience in a job related field (customer service, clerical, case management, social work, etc).*

Other Factors

- *Supervision Exercised: None*
- *Responsible for Contacts: Clients (current and prospective), Landlords/Property Management, Community Agencies, Government Agencies*
- *Mental application: Focused and critical thinking skills. Moderate concentration for up to 6 hours.*
- *Physical Effort: Light office duties (able to sit for extended periods, lift and maintain client files, etc)*

Direct reports

None
