

CITY OF GLENDALE

TITLE:	Housing Assistance Representative	CLASS CODE:	481
REPORTS TO:	Housing Services Administrator	GRADE:	18
DEPARTMENT:	Community Partnerships	FLSA:	N
JOB DESCRIPTION DATE: March 11, 2008 cm			

JOB SUMMARY

Ensures compliance with applicable federal, state, and local housing laws and regulations in accordance with the Housing Choice Voucher and Public Housing Programs. Performs a variety of technical fieldwork activities to ensure compliance with federal housing quality standards inspections. Provides long-term case management for low-income families and individuals including, eligibility screening, rent negotiation, and meeting online reporting requirements.

ESSENTIAL FUNCTIONS

1. Performs field inspections of rental units for compliance with federal housing guidelines and city ordinances and standards.
2. Provides information and educates participants, property owners, and landlords regarding housing quality standards inspections and housing policies, rules, and regulations.
3. Maintains effective communication with participants, property owners, and landlords to explain violations, federal and local requirements, and options to resolve violations.
4. Analyzes and verifies program participants' income, assets, and expenses; and determines eligibility and rental adjustments for continuous assistance.
5. Mediates disputes and contract/lease violations between participants, owners, and landlords.
6. Builds case files and prepares documentation for court action; provides testimony in court during eviction actions.
7. Prepares correspondence, statistical data, and activity reports including monthly, quarterly, and annual status reports.
8. Maintains accurate client database and ongoing electronic submission preparation to the Department of Housing and Urban Development.
9. Provides direction and training to clerical staff assigned.
10. Prepares pre-audit assessments and documentation for federal and local auditing firms.
11. Coordinates interviews and explains Glendale regulations, policies, and standards to incoming portable clients from other jurisdictions.
12. Researches property owners, landlords, and participants, reports irregularities and investigates leads to identify non-compliance with program regulations.
13. Prepares and processes payment authorizations to pay property owners, landlords, participants, and local utility companies.
14. Prepares verbal and written correspondence to other housing agencies, social services providers, housing clients, and other city departments.
15. Attends meetings and other public functions to educate the public on housing programs and services.
16. Determines prospective housing participants' placement on waiting lists; monitors movement and removal from the waiting list.
17. Works with Glendale Police Department and Federal Bureau of Investigation to determine participants' criminal background information and suitability for housing programs.
18. Develops and coordinates services for public housing tenants.
19. Provides referral information about other social service providers.
20. Implements and maintains secondary housing programs.

SECONDARY FUNCTIONS

21. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Federal, state, and local regulations, guidelines, and procedures regarding Section 8 Housing Choice Voucher Program and Public Housing Program
Glendale's city limits and street locations
Available community resources and referrals and outside service agencies
Financial problems and concerns of low-income families and individuals, especially the elderly and disabled

Ability to:

Handle confidential and sensitive issues in a politically correct manner
Communicate effectively verbally and in writing
Learn and interpret new regulations, guidelines, and procedures
Maintain effective working relationships with participants, property owners, landlord's co-workers, and the general public
Make accurate mathematical calculations
Maintain accurate records and prepare computerized statistical reports

WORKING CONDITIONS

Extensive public contact in an office setting with frequent home visits to the elderly and disabled.
Extensive housing inspections to determine if the home meets Housing Quality Standards of being safe, decent, and sanitary.

MINIMUM QUALIFICATIONS

Two years of college coursework in social service programs, finance, or a related field and three years of current experience working with federally-funded housing programs or low-income tax credit housing programs.

Any equivalent combination of training, experience, and education that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

Valid Arizona driver's license