



## **HOUSING CHOICE VOUCHER**

### **HOUSING SPECIALIST**

The Housing Authority of the City of Wilmington is seeking to fill the Housing Choice Voucher Housing Specialist position. The Housing Authority provides a generous benefit package. Salary will be commensurate with experience and education. Submit a cover letter, resume, Wilmington Housing Authority employment application and three professional references to Housing Choice Voucher Job Search, Attention, Human Resources Department, PO Box 899, Wilmington, NC 28402 or email to [jobs@wha.net](mailto:jobs@wha.net). Applications will be accepted until the position is filled. The Housing Authority City of Wilmington is an Equal Opportunity Affirmative Action Employer.

#### **General Statement of the Position**

The Housing Specialist will provide operational support of the Wilmington Housing Authority's Housing Choice Voucher program by assisting in the administration of services of the HCV Program. The Housing Specialist will be responsible for an assigned caseload. Management of this caseload will include processing annual and interim reexaminations of participants for continued assistance, landlord and participant relations, and interaction with local and state community service government agencies that may assist or benefit the program participants. The Housing Specialist makes a strong contribution to the overall performance of the program which specifically includes attaining 97% as a minimum SEMAP and 100% PIC reporting. The work is performed under the direct supervision of the Director of the Housing Choice Voucher program. This is a non-exempt position.

#### **Duties and Responsibilities:**

- Leading by example and being a role model for the standards and behaviors consistent with the core values and culture of Wilmington Housing Authority.
- Responsible for ensuring the complete admissions and leasing cycle under the HCV program.
- Determines final eligibility of applicants to be selected as participants.
- Conducts annual and interim reviews of resident's family income and household composition to determine continued eligibility and benefit level. Schedules reexam appointments, collects documentation, makes revisions, calculate rent adjustments, and notifies participants and landlords in writing of changes in a timely manner.
- Answer resident and landlord inquiries and provides information on status of rent.
- Review and discuss income with clients.
- Prepare participant forms and documents as needed.
- Input all data regarding participants.
- Maintains up-to-date occupancy files and records for the HCV department.
- Terminate existing program participants if violations to the HCV program occur.
- Ensure all paperwork received is stamped and filed properly.
- Attend monthly training, as necessary, provided by the HCV Director.
- Assist in the resolution of problems between resident and landlords as it pertains to the HCV program.
- Establishes and maintains excellent working relationships with program clients and landlords.
- Prepare a wide variety of correspondence, reports, and other written materials.

- Perform a variety of organizing of records, filing, word processing, including letter, forms, contracts, and other documents requiring independent judgment and compliance with established formats and procedures.
- Make appointments, arrange meetings and transmit confidential information, as directed.
- Perform other related duties as required to accomplish the mission of the position and the mission of the organization. May include overflow work from Director of the Housing Choice Voucher program.

**Knowledge, Skills and Abilities Required:**

- Demonstrated ability to use time-management skills to achieve success with schedules, workloads and deadlines.
- Ability to utilize organizations skills to manage all aspects of a client's case, including tracking activities, updating records and monitoring outcomes.
- Must manage files and documents, follow recordkeeping requirements and maintain confidentiality.
- Requires strong interpersonal, written and verbal communication skills and the ability to forge positive relationships with clients, co-workers and colleagues.
- Must be able to evaluate information and situations in order to make sound independent decisions.
- Must compose documents, reports and correspondence.
- Must be proficient in data entry and have the ability to use and manage computer files.

**Minimum Requirements:**

- Graduation from high school required, college degree preferred; two (2) years related experience in case management or in a property management capacity.
- Extensive experience in an area directly related to the position, may substitute for the college degree requirement.
- Knowledge of HUD and HCV policies and procedures.
- Ability to communicate with and relate persons of diverse backgrounds and abilities; and be able to establish and maintain effective working relationships with participants, landlords and co-workers.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work to be performed by personnel assigned to this classification. This is not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform any other duties and fulfill any other responsibilities to accomplish the mission of the position and the mission of the company.

The Housing Authority of the City of Wilmington, NC is committed in policy and in practice to providing equal employment opportunities for all applicants and employees, based upon their training, experience and overall qualifications. Consistent with this commitment, discrimination against an applicant or employee based upon the individual's race, color, creed, religion, sex, gender, age, national origin, ancestry, citizenship status, marital or familial status, sexual orientation, gender identity, gender expression, disability, military status, protected veteran status, genetic information or any other condition or characteristic protected by law is strictly prohibited.