



## Position Description

<b>Position Title:</b>	Housing Specialist
<b>Department:</b>	HCVP
<b>FLSA Status:</b>	Non-Exempt

### Summary

The primary purpose of this position is to case-manage a group of HCVP participants, ensuring that they are eligible for the relevant program, and that they are paying an accurate rent portion based on their income.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Processes eligibility applications to each of the Authority’s programs.
- Completes all necessary clerical procedures for applications, certifications, transfers, and interims; verifies all data and changes reported by participants, validating the accuracy and completeness of information.
- Performs monthly and annual re-certifications to stay in compliance with HUD requirements and to ensure program integrity.
- Assists applicants with completing housing assistance applications, providing an excellent level of customer care at all times.
- Liaises as necessary with landlords, residents, and community organizations.
- Completes all administrative tasks pertaining to Inspections, including post-processing and tracking abatement periods.
- Assists participants with completing forms and making changes to their case files.
- Makes Rent Reasonableness Determinations, as required.
- Processes RTA’s and completes move-ins.
- Investigates instances of fraud and unreported income.
- Works on ad-hoc special projects, as requested.
- Ensures that all relevant files are up-to-date and appropriately maintained.
- Provides guidance and support to new/more junior team members, as necessary.
- Performs any additional necessary administrative duties.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

### Behavioral Competencies



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*This position requires the incumbent to exhibit the following behavioral skills:*

*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

*Professional Behavior:* Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

*Reliability & Judgment:* Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Education and/or Experience

- High school diploma or equivalent, and some administrative experience is required.
- An equivalent combination of education and experience may be considered.
- The incumbent may be required to undergo training related to Housing and related matters.

### Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrable communication and active listening skills are required, as well as an ability to display empathy.



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### Physical Demands

The 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.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; reaching, bending, and grasping to retrieve and replace files; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 25 pounds.

### Work Environment

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.

- Office environment. The noise level in the work environment is usually moderate.

### Read and Acknowledged

*Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.*

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Employee Signature

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Date

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Employee Name [printed]

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Approval of Appointing Authority

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Date