



Position Description

Position Title:	Program Specialist	Department:	Housing Operations
Reports to:	Director of Housing Operations	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to support the Assisted Housing Programs Department with processing and determining applicant eligibility status. The incumbent receives applications, verifies information, determines initial eligibility and continued eligibility, notifies applicants of the decision rendered, and assists with providing additional services to the participants.

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.

- Greets incoming residents and potential clients by assisting with the completion of all documentation necessary for the application process.
- Receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
- Receives and reviews applications from potential residents; interviews applicants; investigates and verifies information received; and determines housing eligibility.
- Establishes and maintains filing system and clerical procedures for applications, certifications, and interims; verifies all data and changes reported by the participants; enters and retrieves data from the system, ensuring accuracy and completeness of information.
- Verifies accuracy of data obtained from residents and applicants (e.g. family composition, income, assets, and medical expenses) during initial application and annual interview; establishes eligibility of applicants and of residents for continued occupancy; and accesses criminal and credit checks.
- Prepares residents for continued eligibility through the completion of necessary documentation and recertification appointments.
- Interviews residents on an annual basis and makes interim rent determinations as requested; calculates rent increases including retroactive rent increases or credits where applicable; ensures rent charges are accurate; forwards necessary documents to resident and landlord.
- Explains rent calculation to participants and assists with completion of recertification materials as assigned; prepares and sends appropriate notices of rent adjustments in accordance with HUD regulations.
- Recommends termination of participants following established guidelines and regulations as needed.
- Determines continued eligibility for the program and investigates fraud; serves as the first step in the hearing process, reviews file for accuracy of information supplied for cancellation, and makes the first determination whether a hearing will be necessary.
- Ensures compliance with Enterprise Income Verification (EIV) and Section 8 Management Assessment Program (SEMAP) requirements.
- Processes end-of-participation documentation for participants as required.



Position Description

- Creates a sense of belonging with team members, client, and community member interactions.
- Listens for understanding and connection.
- Dedicated to working directly with a diverse group of people.
- Actively supports our agency's commitment to diversity, equity, inclusion and belonging.
- Promote 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

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 professional goals and works 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 with determination and diplomacy.

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 and professional integrity; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

Reliability & Judgment: Incumbent 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 receives feedback appropriately; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.



Position Description

Safety Awareness: Incumbent is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

- High School Diploma or GED equivalent and a minimum of 2 years' experience application intake and maintenance.
- An equivalent combination of education and experience may be considered.
- Must possess a valid state issued driver's license and be insurable under the Authority's plan.

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.
- Must obtain certifications in HCVP Eligibility, Rent Calculation, Occupancy and Enterprise Income Verification (EIV), and PIH Information Center (PIC) within 1 year of employment.

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; 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.

- This position may be required to work with contractors as well as FWHA clients.
- Office environment: The noise level in the work environment is usually moderate.



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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.

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date

Supervisor Name [printed]