

## LEAD HOUSING COUNSELOR

GRADE 20

### General Statement of Duties

Performs technical and intake work within the Housing Choice Voucher Program.

### Distinguishing Features of the Class

An employee in this class performs technical, administrative and intake within the Housing Choice Voucher Program. An employee in this class supervises and participates in administrative, technical and professional work for a sectional office within the HCV Housing program. Work includes supervision of staff, program administration and oversight for the field office, reviewing work efforts for compliance with applicable federal housing guidelines and division procedures, validation of verification process, and other confirmation and compliance reviews; and produces several reports and maintain schedule of utility rates

Housing Counselors establish and maintain contact with local landlords, service agencies and assist families who have been issued a voucher in finding appropriate rental units. Responsibilities are as follows: Work includes accepting and processing applications by the public for housing assistance initially in office appointments or serving walk-ins; determines eligibility through the application of a variety of pre-determined requirements; enters application data into computer software program; performs verification of information such as income, child care, bank accounts, age, (criminal records and other data information submitted by applicants; creates and maintains a variety of records and lists; perform self audits to review work for completeness and accuracy on a regular basis; orientate new tenants on program and its rules and regulations as needed; and produces a number of reports detailing activity.

- Conduct briefings with tenants and landlords;
- Negotiate rents with owners;
- Determine whether or not a unit is affordable upon submission of a Request for Lease Approval;
- Provide Rent Reasonableness schedules;
- Assist families and landlords in filling out official documents and forms required by the program;
- Deal directly with tenants and landlords and are generally the first point of contact for problems;

Work requires working knowledge of the Housing Choice Voucher Program and some judgment and initiative within a pre-determined set of guidelines in the performance of duties. Work is performed primarily in an inside environment. Work is performed under general supervision and is evaluated through conferences, observation, reports, progress on projects, and feedback from the staff and clients.

## Duties and Responsibilities

### Essential Duties and Tasks

Receives and confers with applicants for the Housing Choice Voucher Program, explains program and takes completed application.

Reviews application, creates applicant file folder and enters application data into computer software program; checks entries for accuracy and completeness.

Performs verification of data such as income, child care, bank accounts, age, criminal records and other data information submitted by applicants by contacting and submitting forms to verifying authorities; receives and merges verification results into applicant file.

Provides needed documents that assess and determine eligibility according to pre-determined benchmarks, places applicants on lists.

Performs regular self-audit of work for completeness and accuracy and reports results.

- Conduct recertification interviews

- Process recertifications

- Process interim recertifications

- Process moves/transfers

- Conduct eligibility reviews

Responsible for SEMAP performance, including indicators related to annual recertifications and determination of adjusted income and monitoring required reports

Assembles and mails a variety of correspondence associated with the application, verification and eligibility process including information on the program and services, as required; merges retained copies into applicant file.

Maintains various logs recording activities and regularly submit summary reports to supervisor.

Answers question from the public concerning the Housing Choice Voucher Program and eligibility requirements.

Assist with other division tasks such as report generation, file maintenance, or other division director needs.

### Additional Job Duties

Performs related duties as required.

## Recruitment and Selection Guidelines

### Knowledge, Skills, and Abilities

Working knowledge of the principles and practices, methods and guidelines relating to the federal low-income rental housing program.

Ability to interpret and understand the federal guidelines contained in handbooks and regulations as applied to the eligibility documentation process.

Ability to generate, coordinate and compile administrative and numerical information, and to prepared related reports.

Ability to communicate effectively in oral and written form.

Ability to establish and maintain effective working relationships with the applicants, clients, owners of rental property, coworkers, and the general public.

### Physical Requirements

Must be able to perform the basic life operational skills of talking and hearing. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time.

Must possess the visual acuity to prepare and analyze data and figures, perform extensive reading, and operate a computer.

### Desirable Education and Experience

Graduation from an accredited high school preferable supplemented with an associate degree in business or a human services field or related. Must have 3-5 years of experience in human services eligibility work and supervisory position; or an equivalent combination of education and experience.