

HOUSING SERVICES ADMINISTRATOR

(COMMUNITY DEVELOPMENT SPECIALIST / FAMILY SELF SUFFICIENCY COORDINATOR)

Grade 18

General Statement of Duties

Performs difficult technical and administrative work in programs through CDBG, HOME funding for the region, as well as performs professional family evaluation and service delivery work assisting families participating in the Family Self Sufficiency program.

Distinguishing Features of the Class

50% An employee in this class performs administrative and direct client services in support of a variety of CDBG programs, especially the housing rehabilitation programs. Work includes working with applicants, preparing client documents, participating in home inspections, preparing documents for preconstruction meetings, and coordinating meetings with homeowners and various parties involved with financial and legal aspects of program administration. Other tasks include working with lenders to prepare loan packages; preparing legal documents; preparing reimbursements, preparing grant agreements, promissory notes and related documents; monitoring compliance with program guidelines; coordinating public hearings; and maintaining a variety of reports and files. Work requires considerable public contact, especially with property owners, potential homeowners, lending institutions, realtors, attorneys and non-profit agencies and organizations. Work also requires significant knowledge of regulations related to CDBG programs. Work is performed under the supervision of the Housing Management Director and is evaluated through periodic conferences, review of records and reports, and the results obtained in the community projects.

50% An employee in this class recruits eligible families to participate in the Family Self Sufficiency Program to move families from housing assistance payments to unassisted rental housing and home ownership. Work includes assessments of families, counseling and advocating for the families in the community, assisting families in accessing community services through information sharing and mentoring that will provide increased self-sufficiency for families. Work involves training through providing information and mentoring. Work requires building rapport with family members, confidentiality, judgment in verifying information and handling emergency situations, and team work. Work also requires an understanding of the federal Family Self Sufficiency Program and the ability to be flexible. Work involves considerable public contact with community agencies, service providers and Housing Choice Voucher Program staff. Employee works in an office setting and is not substantially exposed to adverse environmental conditions. Work is performed under the general supervision of the Housing Management Director and is evaluated through discussion, observation, verbal and written reports and an annual evaluation.

Serves as HCV Homeownership Counselor. Market the Homeownership program to HCV Program Participants. Provide orientation, assessment, enrollment and case management services supporting participants' goals toward Homeownership. Provide services in accordance with HUD

regulations, the PHA admirative plan and established procedures.

Duties and Responsibilities

Essential Duties and Tasks / Community Development Specialist

Reviews applications and establishes files on eligible applicants.

Prepares documents and coordinates pre-construction meetings.

Sets up and attends public hearings required by HUD.

Prepares and disseminates promotional material about fair housing activities.

Monitors contractors and prepares requisitions for payment.

Discusses program requirements and markets programs to lenders; coordinates preparation of loan packages and legal documents between lender and homeowner.

Processes necessary payments, fees and reimbursements and processes grant agreements, deeds of trust, promissory notes and related documents; sends to closing attorney.

Provides follow-up training and assistance with credit counseling and on maintaining home ownership.

Performs independent records and report preparation and assists the Housing Management Director in the record keeping, public information and other aspects of other CDBG programs; maintains files and compiles data for reports.

Conducts research; prepares and maintains statistical records and reports on program activities; maintains program files; provides fiscal analysis.

Monitors compliance with program guidelines; assists HUD staff in monitoring programs by collecting information requested.

Essential Duties and Tasks / Family Self Sufficiency Coordinator

Recruits Housing Choice Voucher Program participants; makes initial contact in office or by telephone; explains purpose and functions of Family Self Sufficiency Program, and promotes advantages and benefits for the family.

Assists family in understanding application process and in completing application; helps family in data gathering of necessary information on such things as income verification, Medicaid, food stamps, and social security numbers or alien immigration green cards; obtains signed consent release forms.

Processes applications; makes preliminary assessment of eligibility through review of information and weighting on program criteria.

Assists family in identifying total family needs which impact their financial situation and securing appropriate services; establishes rapport and base of trust with family by visiting with family, relating to their needs, and asking questions employee knows are pertinent to family; completes a family needs assessment instrument.

Monitors and tracks family through group and individual meetings on a bi-monthly basis.

Organizes and maintains documentation files of services provided; enters data on needs, services, appointments, etc. in the computer and coordinates needs with other program components.

Plans and leads bi-monthly meetings for the families and encourages participation; plans and conducts self-sufficiency workshops; arranges for guest speakers, videos and field trips; and arranges for meeting location and refreshments; organizes material.

Provides short term counseling and advise until other referral services arranged;

advise in emergencies.

Provides information on the home ownership program to participants, working with the families in devising a plan for saving monies for a down payment and closing cost.

Educates the family on responsibilities of home ownership; process of selecting a home; process of establishing or repairing credit history; and selecting financing.

Trains family on how to establish and maintain a budget.

Additional Job Duties:

Attends conferences and training to maintain knowledge of relevant CDBG, HOME and other Housing programs.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities / Community Development Specialist

Considerable knowledge of the federal and state regulations, policies, and rules regarding community development programs.

Considerable knowledge of housing rehabilitation and home ownership principles, practices and techniques.

Working knowledge of real estate practices, loan closing procedures, minimum housing inspections and goals and objectives of the CD program.

Ability to establish and maintain effective data collection and records management systems and prepare a variety of reports and documents.

Ability to effectively use computer applications to collect, organize and present data.

Ability to organize and coordinate the activities of the community development programs.

Ability to interpret and apply detailed regulations accurately.

Ability to communicate effectively in oral and written forms.

Ability to work effectively with property owners, potential homeowners, lending institution, realtors, attorneys, state agencies, federal agencies, nonprofit agencies and organizations, and IPDC staff.

Ability to build and maintain cooperative and effective public relations with the community.

Knowledges, Skills and Abilities / Family Self Sufficiency Coordinator

Knowledge of theories, practices and techniques of family development, family dynamics. Knowledge of assessment and intervention services including community resources. Knowledge of the preparation and maintenance of records and data bases using information technology.

Some knowledge of and skill in team work.

Ability to be flexible and versatile in work situations.

Ability to organize work and records system, and to maintain the system.

Ability to establish and maintain effective working relationships with other employees, professionals in other community agencies, client families and the general public.

Ability to communicate effectively in verbal and written forms with staff, parents, diverse types of people and community agencies.

Ability to work effectively in teams.

Physical Requirements

Must be able to physically perform the basis life operational functions of standing, walking, kneeling, stooping, crouching, reaching, pushing, pulling, grasping, fingering, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally and/or a 10 pounds of force frequently; or constantly lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and analyze data, do extensive reading, perform visual inspections, prepare necessary reports and do data entry.

Desirable Training and Experience

Graduation from a two year college or technical school with a degree in planning, social work, business administration, finance or related field and experience with community development programs; or an equivalent combination of education and experience. Graduation from a four year college with a BS/BA in the human services field preferred.

Special Requirement

Possession of a valid North Carolina driver's license.

Possession of Notary Public preferred or obtained in a reasonable period of time after employment

Lead Base Paint Certification preferred or obtained in a reasonable period of time after employment

NC Community Development Association certification preferred or obtained in a reasonable period of time after employment

Certification as a Housing Counselor

Isothermal Regional Commission
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