



Position Description

Position Title:	Housing Programs Specialist II (Client Services Specialist)	Department:	Housing, Federal Programs
Reports to:	Housing Programs Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	June 2020
Representation Status:	Represented	Date Revised:	September 20, 2022

Summary

The primary purpose of this position is to perform a variety of complex, highly responsible, and specialized functions associated with the administration of rental assistance programs. The work has technical and programmatic aspects, requiring the interpretation and application of regulations, policies, and procedures and involves frequent contact with Agency staff and the public, as well as performing various research functions. The Housing Programs Specialist II works under general supervision and within the framework of established procedures and are expected to perform a variety of duties with only occasional instruction or assistance.

This class is distinguished from the Housing Program Specialist I by performing a greater volume of specialized departmental functions and by the assignment of caseload management duties with less supervision.

Positions in this class are normally filled by advancement from the Housing Programs Specialist I classification, or when filled from the outside, require prior housing or social services experience. Appointment to the higher class requires that the employee be performing the full range of duties for the class and meet the qualification standards for the class.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") 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.

- Assumes full responsibility to conduct certifications and re-certifications, tenant's eligibility determination to move,; determines reasonable rents; approves rents; prepares and executes Housing Assistance Payment (HAP) contracts, processes contract rent adjustments; performs Section 8 program briefing, and a variety of research in the handling of caseloads; researches files and case history documents, including calculating appropriate rents and reimbursing clients or collecting overpayment in Housing Assistance Payment (HAP) as necessary.
- Logs, tracks, maintains and updates detailed and accurate records for the Section 8 Voucher program, and other housing assistance programs as necessary; maintains accurate client, and owner or property management records.
- Responds to inquiries from the general public via telephone and/or in person to include lobby/reception support; provides information or referrals to the public and clients on housing assistance programs, online portal assistance, and other activities.
- Performs a wide variety of routine to complex technical duties to support departmental operations such as client services, owner services, leasing, and continued occupancy.
- Manage clients, including tenants, property owners/agents, property management companies, case managers, and vendors in person and telephone interpreting and applying regulations and

Position Description

policies; responds to inquiries and requests for information; assists in procedures, systems, rules, and precedents; provides information, guidance, and resolutions to matters pertaining to housing assistance programs.

- Reviews rent registers and verifies compliance with reasonable rent requirements and housing program guidelines to enforce rent restriction and affordability levels.
- Conducts research and follow-ups on periodic Housing and Urban Development (HUD) reports such as deceased tenants, debts owed and multiple subsidies. Processes Enterprise Income Verification (EIV) deceased tenant reports, family composition changes and non-compliance and terminations and participates in informal hearings.
- Schedules and supports a variety of inspection activities including new contract, regular and other related inspections; and determines compliance with HQS.
- Prepares and conducts comprehensive reviews of client files to ensure eligibility determinations, rental assistance calculations, case management activities, and documentation are accurate, complete, and in accordance with Agency policies and procedures and applicable funding source rules and regulations.
- Provides back-up support to Programs Specialists, assisting with coverage of caseload and case management activities, as needed.
- Receives referrals from Agency staff, representatives of governmental agencies or the public of alleged program fraud or abuse and refers allegation to the appropriate staff as needed and assists with investigation and administrative hearings as required.
- Consults, refers and/or inform supervisor of sensitive cases and seeks supervisory guidance on complex issues for resolution.
- Maintains continuing interactions with other Agency departments and outside public agencies; responds to inquiries from owners, agents or tenants concerning their housing issues; notifies appropriate parties of their related rights and responsibilities; assists with mediation of issues.
- Answers questions and responds to inquiries from clients, landlords, and the public; explains Agency policies and procedures and available courses of action; pulls case records, conducts research regarding issues or concerns, and takes follow-up corrective action as appropriate.
- Develops and maintains accurate and detailed records, including data entry and retrieval, verifies accuracy of information, researches discrepancies, and records information.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.
- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.

Position Description

- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

An Associate Degree with coursework in liberal art, humanities, social work, business, or public administration or related field and two (2) years of responsible experience providing direct client services including caseload management functions with an assisted housing or other social services program and customer service. A Bachelor's Degree is preferred. Bilingual skills desired, but not required.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

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; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

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.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities along with math principles, conducting investigation principles, practices, and techniques, conflict resolution and mediation skills, and



Position Description

interviewing and negotiations techniques to perform the position effectively including complex and specialized duties in the administration of rental assistance programs in the Housing Department, Federal Programs Division. Applies skills to manage a high-volume caseload and uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

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

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; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]