

Champaign County Regional Planning Commission

Job Description

Position Title:	Housing Voucher Specialist
Reports To:	Program Manager or Director
Supervises:	None
FLSA Status:	Non-Exempt
Pay Grade:	2

Summary/Objective

The Housing Voucher Specialist is responsible and accountable for implementation of all aspects of administration of tenant based rent assistance (TBRA) vouchers for assigned programs, including but not limited to eligibility screening; employment, income; housing subsidy assistance and rent calculations; voucher issuance; landlord eligibility screening; housing assistance payments contracting; payments contracts; lease addendums; conducting periodic re-certifications/re-exams; referrals to supportive services; determining program compliance and handling program terminations; monitoring caseload activities; and providing client and landlord customer service. The Housing Voucher Specialist must be attentive to the social service needs and challenges faced by low income families and individuals. This position will build and maintain collaborative partnerships with landlords, permanent subsidized housing providers, community agencies, funders, referral sources, and other entities as required for program success. The position will deliver assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values.

Specific Duties and Responsibilities:

- Administers all aspects of activities required in the administration of RPC's tenant-based rent assistance voucher programs, for assigned caseload of approximately 40-50 households.
- Provide home and community-based services to program participants.
- Document all service provision within 48 hours of service/contact.
- Routinely keep and compile data for quarterly reports.
- Monitors and manages caseload ensuring that clients and landlords meet and continue to comply with program eligibility and participation requirements.
- Conducts initial and periodic re-certifications/re-exams of clients to ensure accuracy and timely determinations of eligibility and subsidy assistance calculations in accordance with program policies and applicable U.S. Department of Housing and Urban Development (HUD) regulations.
- Provides excellent direct customer service to clients and landlords participating in RPC's housing voucher programs including but not limited to responding to inquiries and requests from clients, landlords and the general public.

- Documents all tasks completed in the appropriate client and landlord files within the client records system in accordance with established document management requirements.
- Responsible for timely and accurate follow-ups to complete tasks; opens, reviews and acts upon all mail, telephone and electronic and phone call inquiries received within established timelines; uses agency approved forms, letters and correspondence; assures that all correspondence issued is the correct and most recent version.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Other duties as assigned.

Required Knowledge, Skills, and Abilities:

- An Associate's degree in business, public administration, urban studies, human or social services or related field in human services or related field; or 3 years progressively responsible related work experience, of which 2 years were in case management or property management capacity; or a combination of education and experience in the field may be considered.
- Strong background in customer services and human services.
- Ability to pass criminal background check.
- Valid driver's license, safe and reliable vehicle and the ability to transport clients on occasion.
- Ability to visit home sites and sites in Champaign County.
- Housing Choice Voucher Specialist requires strong interpersonal, written and verbal communication skills and the ability to forge positive relationships with clients, co-workers and colleagues.
- Requires skilled reading, analyzing, and interpreting data, documents, information, and publications.
- Must possess problem solving abilities with skills to identify critical issues and develop and execute plans to resolve disputes.
- Demonstrated ability to use critical thinking to solve problems.
- Organization and Records Management Skills.
- Demonstrated ability to use time-management skills to achieve success with schedules, workloads and deadlines.
- Ability to utilize organizational skills to manage all aspects of a client's case, including tracking activities, updating records and monitoring outcomes. Must manage files and documents and follow recordkeeping requirements.
- Manage multiple work streams and priorities simultaneously while maintaining quality, customer service standards and accuracy.
- Must use basic to advanced math skills to complete financial forms, develop reports and understand statistical data. Must use math in daily work tasks, such as calculating financial eligibility for services, determining level of subsidy assistance or monitoring expenditures.
- Highly proficient data entry and computer skills and the ability to use and manage computer files, use databases, create spreadsheets and prepare presentations.
- Must have aptitude to become proficient with proprietary database operations and demonstrate functional proficiency in use of Microsoft Office Suite (Word, Excel, Outlook,

PowerPoint).

- Must possess the ability to influence, interview and negotiate.
- Must demonstrate excellent listening skills, presentation and public speaking skills and the ability to share information effectively to diverse groups.
- Must possess strong writing skills to compose documents, reports and correspondence.
- Knowledge of HUD tenant-based rent assistance programs preferred.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to work a flexible schedule to accommodate program needs including periodic early mornings, evenings, nights, and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with program participants or on behalf of the program participant approximately 70% of workweek; non client specific program related functions 30% of workweek
- Approximately 20% of work time in travel, 50% sitting, and 30% standing
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to

internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.

- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Time Management:** The process of [planning](#) and exercising [conscious](#) control of time spent on specific activities, especially to increase [effectiveness](#), [efficiency](#), and [productivity](#). It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Primary work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Work will also be conducted in cubicle or office space.
- May occasionally ride along with patrol officers.
- Frequent near vision use for reading and computer work.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department.

Signature of Employee _____

Date _____

Revision Date: 4/22/2020