



FORT SMITH HOUSING AUTHORITY

Position Description

Classification: **Housing Services Case Manager**

Supervisor: **Housing Services Manager and Housing Services Director**

Position Summary

The Housing Services Case Manager performs a variety of tasks including advising applicants on their best housing options, determining their eligibility for rental assistance, providing guidance in completion of required forms, and scheduling inspections on units receiving Section 8 rental assistance.

The Housing Services Case Manager must possess the ability to relate to persons of all socio-economic levels and must have the ability to communicate effectively with applicants and clients. Previous knowledge of U.S. Department of Housing and Urban Development (HUD) rules and regulations regarding intake, application processing, file referral, and Section 8 voucher issuance is a plus.

Overtime and after-hours work are occasionally required.

Major Duties and Responsibilities (illustrative, not all-inclusive)

1. Interview applicants who are enrolling in the Section 8 program and participants who are continuing in the program and brief them on available housing assistance.
2. Determine rent, program subsidy, and enroll clients.
3. Compute changes in participant incomes, assets, and allowances.
4. Verify income declarations in determining rent and program subsidies and submit verifications to appropriate sources.
5. Prepare housing eligibility determination for certification of Housing Choice Voucher applicants.

6. Request Section 8 Inspector to verify housing unit compliance after preliminary contact with property owner and review Section 8 Inspector's report.
7. Submit Housing Assistance Payment contract for signature along with an informational packet explaining the contractual agreement between FSHA and the owner.
8. Act as a point of contact for rental assistance conflicts between landlord and tenant.
9. Process fraud cases.
10. Expedite urgent cases consistent with FSHA policies and applicable regulations and refer clients, as appropriate, to other human services agencies.
11. Prepare lease documents and submit completed files to the internal auditor.
12. Schedule annual and interim recertification of residents, as required, and maintain accurate records.
13. Schedule initial and recertification inspections of housing units receiving Section 8 rental assistance.
14. Perform other related duties as instructed by the Housing Services Manager/Director.

Abilities Required

1. Take direction from a supervisor/director.
2. Meet deadlines, work independently, and perform detailed work.
3. Work well with special needs population and people from diverse backgrounds.
4. Have knowledge of conflict resolution and counseling principles.
5. Stay apprised of new and changing rules and regulations for Section 8 program.
6. Have excellent verbal and writing skills, including the ability to read, interpret, apply, and explain rules, regulations, policies, and procedures.
7. Use a computer for word processing, spreadsheets, and Yardi software.
8. Have a valid driver's license.

9. Be competent with office machines, such as computer, copier, scanner, fax machine, and VOP multi-line telephone.
10. Be discrete in handling matters involving privacy of clients.
11. Demonstrate initiative, creativity, flexibility, and organizational skills.
12. Work as a member of a team.
13. Maintain professional relationship with co-workers.
14. Present a professional personal appearance.
15. Set up and maintain detailed tenant files.
16. Maintain flexible work hours.

Physical Nature of the Position

1. Ability to sit, stand, file, or walk for extended periods
2. Ability to communicate effectively, both orally and in writing
3. Ability to carry, handle, and move file folders, pens, file boxes, and other common office materials
4. Ability to physically operate a variety of automated office machines, including computers, copies, printers, facsimile machines, telephone, etc.
5. Ability to read housing publications, online reports, and related materials

Position may be exposed to the following on a regular basis

1. Vision strain
2. Muscular strain
3. Verbal abuse
4. Repetitive motion

Minimum Qualifications

Two years of post-secondary education; two years of office experience; bachelor's degree is preferred, but not required. Computer literacy is required.