

## POSITION DESCRIPTION

**Title: HCV Program Case Management**  
**Reports To: Housing Choice Voucher Administrator**  
**Office/Department/Division: Housing Choice Voucher**  
**FLSA Status: Non-Exempt**

### **Summary**

Responsible for coordinating and maintaining all activity regarding the Housing Choice Voucher (HCV) Program files as assigned. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

### **Duties and Responsibilities**

Responds courteously to calls, written requests, and e-mails from participants, service providers, and other authorized agencies and representatives to answer questions, and provide information and assistance as appropriate.

Conducts annual reexamination interviews and receives interim re-determination requests for HCV participants caseload as assigned. Verifies, analyzes, and accurately enters information into system. Prepares contracts and prepares/issues appropriate letters to landlords and tenants as assigned.

Conducts in-depth interviews/discussions with HCV participants at annual reexaminations and interim reexams to determine their eligibility for the HCV program.

Maintains contact with community agencies for the provision of services for clients and assists program participants in accessing appropriate public or private community agencies to obtain specialized types of assistance.

Prepares, submits, and files weekly, monthly, reports on program activities, accomplishments, of their work and annual reexaminations.

Maintains contact with landlords as necessary to discuss matters pertaining to payments, abatements, changes of ownership, changes of address, stop payment process, affidavit process, 1099 issues and to explain what can be done to avoid a recurrence of specific problems.

Calculates back charges as needed for overpayment of rental assistant, verifies income, and recalculates appropriate amount. Forwards to Section 8 HCV Administrator for letter and promissory note preparation.

Investigates and reports all suspected false and fraudulent information.

Performs annual and interim recertification to ensure eligibility has been properly maintained in accordance with HUD and Authority policies and procedures. Ensures that all requirements for written, independent verification of information are met in an appropriate and timely manner.

Maintains appropriate files and records in an accurate and timely manner.

Retrieves information from local law enforcement agencies regarding arrests and/or calls pertaining to Section 8 clients and/or locations.

Prepares and dispatches appropriate professional correspondence in a timely and accurate manner.

Ensures privacy and maintains security of confidential materials.

Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

Undertakes and performs other work-related duties as assigned including work in other functional areas to cover absences or provide relief, to equalize peak work periods, or otherwise balance the workload.

### **Qualifications and Knowledge**

Bachelor's Degree in social work, public administration, or related field from an accredited college university with a minimum of two (2) years' experience, in public housing, counseling or social work, or a combination of education and experience.

Thorough knowledge of accepted consultation and interviewing techniques.

Thorough knowledge of community agencies, facilities, businesses, and services that can be utilized to aid program participants.

Ability to negotiate with lenders on client's behalf to resolve issues.

Ability to perform mathematical calculations as required for file computations.

Ability to address the public and present information in a clear, concise, and convincing manner.

Skilled in communicating with all types of people in a wide variety of situations.

Ability to deal effectively with situations that require tact and diplomacy, yet firmness.

Ability to establish and maintain effective and courteous working relationships with other employees, participants, and community agencies and other entities that provide services and secure the cooperation of others.

Skilled in operating computer equipment, applicable software packages, and general office machines.

Ability to deal effectively with sensitive and confidential information.

Ability to prepare clear and concise narrative and statistical reports.

Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Authority policies and procedures

Valid driver's license and good driving record.

### **Supervision Given and Received**

The employee receives instructions from the HCV Administrator. Courses of action, deadlines, and priorities are established by procedure, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the supervisor for resolution. The employee's work is closely reviewed on a regular basis for accuracy, completion, and compliance with policies and procedures and the attainment of objectives.

The employee has no supervisory responsibilities.

### **Guidelines**

The employee follows regulations and guidelines issued by HUD for the HCV programs and applicable Authority policies and procedures. Frequently the employee acts independently in making decisions about the best course of action. For situations for which there are no guidelines, the employee may adapt existing guidelines, use good judgment, or seek guidance from the supervisor. When new guidelines are required, the employee develops them in consultation with the supervisor.

### **Complexity**

Work performed by the employee is varies in degree of routine. The employee must identify the work that needs to be done, determine how to accomplish it and prioritize a variety of task or assignments. Broad general knowledge is required to successfully achieve Housing Authority objectives.

Difficulty may be experienced as a result of time allotment for job duties.

### **Scope and Effect**

The employee's work affects the Authority's HCV program and its participants and landlords. The employee's work also affects correct rent calculation and timely receipt of HCV landlord and participant housing assistance and utility allowance payments. Successful accomplishment of tasks by the employee can enhance the Authority's ability to render adequate services and provide housing that is decent, safe, and sanitary.

### **Personal Contacts**

The HCV Program Case Manager has contact with a broad range of individuals including: coworkers, tenants, landlords, applicants, business firms, law enforcement agencies, and utility companies. Personal contacts serve multiple purposes including the exchange of information, negotiation of rents, verification of information, and resolution of problems.

At times persons contacted may be skeptical, uncooperative, unreceptive, hostile, or willing to express different viewpoints and objectives.

### **Physical Demands**

The employee's work is primarily in-office, but may involve visits to housing developments, residents' homes, offices of other agencies, financial institutions, and government departments.

Must be able to establish and maintain effective working relationships with employees, tenants, and community agencies and other entities that provide services.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must have vision and hearing corrected to be able to perform essential job functions.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must maintain punctuality and attendance as scheduled.

### **Work Environment**

Work is primarily in-office, but may involve visits to tenant's homes, the offices of other agencies, community centers, and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with other business facilities and tenant homes.