

Housing Solutions for Southeastern MA

Job Description

Position Title: Program Representative

Immediate Supervisor's Title: Continued Occupancy Manager

Status: Non-Exempt /Full Time

Salary: \$16.00- \$18.00 per hour plus excellent benefit package

Position Summary:

Provides information and assistance to rental assistance program participants and owners concerning eligibility and program requirements, the provision of services and benefit administration. Maintains a client caseload and the corresponding documentation in compliance with program regulations. Supports the Housing Solutions mission and objectives through the delivery of professional and knowledgeable services to the community.

Essential Functions/Position Responsibilities

Provide professional customer service to participants and landlords by responding promptly to inquiries, phone calls, emails, faxes, and correspondence.

Determine participant initial and continued eligibility and accurate rent shares through review and analysis of documentation and information obtained by interviews, inquiries and/or third parties that verify family composition, income, assets and other factors effecting eligibility and rent calculations.

Educate program participants and owners as to their respective responsibilities and obligations under program requirements and fair housing laws. Conduct information and briefing sessions for the same. Assist in dispute resolution aimed at stabilizing tenancies. Assist tenants in the development of ADA accommodations action plans.

Perform relocations, rent share calculations and recertification processes in a timely and accurate manner in accordance with DHCD Administration plan, HUD regulations and SETMAP Guidelines.

Assist in compiling rental market comparisons, negotiate rent increase requests; determine rent reasonableness and process as necessary.

Maintain participant files, program records, and caseload monitoring and tracking forms whether hard copies, electronic files or in databases in accordance with HS's policies and procedures and as prescribed by DHCD Administration plan and HUD regulations.

Work cooperatively with FSS, Inspection and other departments ensuring high quality service coordination.

Monitor compliance by all parties and follow up on allegations of fraud, programs abuse, unreported income, collection of overpayments, and or other program violations.

Process participant terminations for failure to comply with program regulations, prepare paperwork and participate in informal hearing process.

Maintain absolute confidentiality of work related issues, client records and Housing Solutions' information.

Meet performance standards as established in program requirements, Section 8 management Assessment Program (SEMAP), Section 8 Transition Monitoring and Performance Tools (SETMAP), Rental Integrity Monitoring Program (RIM) in calculation of rental shares with 98% accuracy.

Assist with training of new staff, caseload coverage and perform other similar and related duties as required or requested.

Interaction:

Support relationships between Housing Solutions and its constituent population by demonstrating courteous and cooperative behavior when interacting with colleagues and the public.

Qualifications/ Requirements:

- Bachelors Degree or 4 years of relevant experience
- Familiarity with HUD/ DHCD housing program regulations and eligibility requirements preferred
- Experience in customer service and interviewing techniques and procedures and professional rules of conduct.
- Organizational skills, record keeping, and records management
- Proficiency in math, Microsoft Office or similar technology required
- Ability to interact with people of different social, economic, and ethnic backgrounds.
- Effective interpersonal and communications skills both verbal and written.
- Required to attend all EIV Workshops, Tracker and DHCD trainings that relate to the administration of the Department functions
- Must obtain Nan McKay HCV Specialist and Rent Calculation Certifications or equivalent within one year of employment.
- Bilingual preferred but not required. Special consideration given to those who are proficient in the following languages:
 - Portuguese
 - Spanish
 - Mandarin

Housing Solutions is an Equal Opportunity Employer and actively seeks job candidates from diverse backgrounds. Therefore, all qualified applicants regardless of race, color, national origin, religion, gender, sexual orientation age, disability or veteran status are strongly encouraged to apply.

To apply, please send your resume and cover letter to:

jnickerson@housingsolutionssema.org