

Missouri Ozarks Community Action

Job title	<i>Housing Assistance Coordinator</i>	Grade	7	Class	Non-Exempt
Reports to	<i>Housing Director</i>	Step		Unit	HUD

Job purpose

This is a program/project position based out of central office. Incumbent is responsible for providing the services so specified with job description and by their supervisor. This position is supervised by the Housing Director.

Duties and responsibilities

1. Be completely familiar with all programs administered by the Housing Department (Housing Choice Voucher, RAP, and S + C) and have a basic knowledge of all MOCA Programs.
2. Responsible for correspondence with potential tenants and applicants. Provide application when requested.
3. Responsible for answering the phone and speaking with potential families, potential landlords, current families and current landlords. Also responsible for checking & answering emails.
4. Process applications. If incomplete, send letter requesting missing information.
5. Enter completed applications into the housing software system.
6. Maintain waiting list. Use housing software system and excel spreadsheet for wait list maintenance and status updates when adding applicants, pulling from the wait list and purging the list.
7. Process faxed & emailed documents.
8. When HA pulls from the wait list, coordinator is responsible for preparing pull packet requesting all required documentation in determining eligibility for program. Coordinator is also responsible for completing a criminal background check and sex offender check.
9. Calculate income accurately to determine eligibility of the client for the housing program and verify the tenant meets all other requirements necessary for program participation. If the client is ineligible for the program, the coordinator informs the client in writing.
10. Schedule and conduct briefings. The briefing consists of educating the family about the housing program's guidelines, having the tenant fill out a tenant packet and issue the voucher with all forms required for potential lease-up.
11. Responsible for processing the Request for Tenancy to determine if unit will work for tenant and program. If the rent will not work for the tenant, request if the Landlord is willing to reduce the rent. Coordinator must verify that correct income, expenses (medical/child care), FMR's and Utility Allowance are used. A rent reasonability must be performed to verify rent is reasonable for the unit.
12. If RFTA is approved, provide HA inspector with copy to schedule an appointment for inspection.
13. Once unit passes inspection, do move-in to housing software system. Print a contract and lease to be mailed to the landlord for signatures. Coordinator will verify all documents are signed and completed correctly. Signed copies of contract and lease will be mailed to landlord and tenant.
14. Process any incoming portability inquires from other housing agency's. Once portability paperwork is sent to our office, notify tenant and set up a briefing to issue voucher. Once tenant finds unit, complete a move-in. Must verify if tenant was a participating tenant, or a new tenant.
15. Process portability requests and paperwork to other service areas from current, active tenants.
16. Maintain client files with any new documentation or correspondence.
17. Mail Re-certification packets to active tenants and process the packets when returned from tenant. Make sure all documentation is present and verified.
18. Complete re-certification in Housing Software System using new FMR's, Income Guidelines and Utility Allowance and updated income. Inform tenants and landlords with changes in writing.
19. Check EIV income reports including new hire reports and discrepancy to verify all income has been reported for active tenants.
20. Process rent increases from landlord's per housing agency's guidelines. Notify landlord and tenant of changes in writing.
21. Maintain the zero income client list. Follow-up with zero income questionnaire per HA policy.
22. Process interims per administrative plan policy. Notify landlord and tenant of any changes in writing.
23. If during recertification or review of new hire reports obtained through EIV result in a repayment with a tenant, coordinator is required to figure and complete the repayment agreement and the payment sheet for the repayment binder. The coordinator is also responsible for logging any payments made and writing out the receipt to the tenant making the payment.

24. Maintain landlord listings for the 4 counties we serve.
25. Responsible for obtaining landlords proof of ownership and W9 information on new landlords, and when a change of ownership occurs with a current landlord.
26. Refer clients to other in-house programs as well as outside resources as necessary.
27. Process MIS Intake on new clients. Check referrals in the MIS system and send applications as needed. Update MIS status as client receives services.
28. Assist housing inspector with housing inspections as needed.
29. Assist with monthly check run verifying housing assistance payments and utility assistance payments are correct. Coordinator is also responsible for making sure any client on hold is showing on hold.
30. Filing- correspondence in client files, dead pay sheets.
31. Assist Housing Director in program requirements and activities that have a bearing on program status.
32. All other duties as assigned.

Integrity

1. Ensure confidentiality of customers, agency, and co-workers.
2. Establish and maintain good working relations with other service providers, including co-workers and community.
3. Become familiar with MOCA's Personnel Policy manual and follow policies outlined therein.
4. Adhere to MOCA policies and procedures, and Community Services policies and procedures.
5. Represent MOCA, its policies and point of view while interacting with other agencies and individuals.
6. Attend all staff meetings and required trainings.

Preferred Qualifications

1. 4 years' experience similar to duties required of this position.
2. Knowledge of the local social service system.
3. Impeccable customer service skills.
4. Possess excellent communication skills (writing, spelling, listening, and speaking).
5. Ability to communicate and work with a variety of people from diverse backgrounds.
6. Working knowledge of Community Action and its programs.
7. Cooperate as a team member.
8. Utilize time management techniques.
9. Proficiency in word processing, spreadsheet, database, and presentation software.
10. Demonstrate knowledge and good judgment in matters of policy and procedure.

Minimum requirements

1. High School Diploma or equivalency, and/or
2. One year related experience in the housing field
3. Ability to communicate effectively in both written and oral form.
4. Possess basic math skills.
5. Demonstrate dependable transportation, current insurance, and valid driver's license.
6. Able to travel out of area on occasion for training; trips of two to five days.

Direct reports

Not applicable

Equal Employment Opportunity Statement

Missouri Ozarks Community Action (MOCA) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

Employee Acknowledgement

I have received a copy of my job description, and have an understanding of the duties and responsibilities listed wherein. I agree to abide by all rules stated in the MOCA Personnel Policy Manual regarding conduct and working conditions not described in this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Director Signature: _____ Date: _____

Approved by:		Approved by:		Approved by:	
Date approved:		Date approved:		Date approved:	
Reviewed:		Reviewed:		Reviewed:	