

TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY
Public Housing Caseworker
Management Aide Local Government

Job Description (3/2015)

MINIMUM REQUIREMENTS:

One year of experience in performing tasks associated with the management of multi-family housing developments, or properties owned or administered by public housing agencies; **OR** one year of comparable business, industrial, or professional employment; **OR** an equivalent combination of experience and training. Must be a resident of Pennsylvania. Must be proficient with computers including Microsoft Office. Must pass a pre-employment criminal history background check and drug screen.

PURPOSE

This position is responsible for the admission and occupancy of tenants in public housing buildings. This position may be required to mediate disputes of and between tenants. This position will form working relationships with outside support agencies to assist tenants and build positive public relations.

WORK LOCATION:

This position's office will be located in Blossburg, Pa. This position is responsible for Blossburg, Canton and Liberty locations in Tioga County. Moderate travel required.

SUPERVISION RECEIVED AND EXERCISED:

Operates with low to moderate independence under the direct supervision of the Program Manager.

Does not supervise others.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to the following;

- Primary responsibility is to carry out casework related to admission and occupancy of tenants, which includes scheduling and interviewing new applicants for admission, conducting income verifications, preparation of lease and other occupancy documents; re-evaluating existing tenants annually to determine rent changes, preparation of new leases;
- Assist with collection of rents and delinquent accounts;
- Maintain monthly fire sheets, delivery of fire sheets to fire companies and ambulance associations, attending monthly fire and safety meetings;
- Showing vacant apartments to prospective tenants;
- Resolve tenant problems and issues as they arise. This can include contact with family members, or communicating with outside agencies (such as Area Agency on Aging, nursing homes, EMTA, police, etc.), Depending on seriousness of the problem this process will often include consultation with Program Manager regarding policy, lease, legal or confidentiality issues;

- Provide support and coordination with maintenance department, including participate in annual inspections, move-ins, move-outs, and transfers;
- Make referrals for additional services to tenants and work directly with Resident Service coordinators to provide information on rent rebate program, flu shots, education programs, etc.;
- Coordinate with tenant organizations in scheduling use of Community Room or other Authority facilities;
- Learn and follow all Housing Authority policies and procedures, federal and state laws, which includes maintaining confidentiality of all tenants records;
- Provide support to other Authority offices, or Section 8 caseworkers as requested;
- Maintain courteous, respectful and workmanlike relationship at all times with applicants, tenants, coworkers and the general public.