

## TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY

### **Housing Choice Voucher Case Coordinator**

Job Description (6/2019)

#### **MINIMUM REQUIREMENTS:**

Three years of experience in supervising or performing tasks associated with the management of multi-family residential subsidized or affordable housing communities, property owned, or programs administered by a public housing authority or comparable (low-income) property management agency; **OR** one year as an Assistant Property Manager or Assistant Housing Choice Voucher Coordinator; **OR** two years as a Management Aide. Will consider equivalent or related experience. Must be a resident of Pennsylvania. Must be proficient with computers including Microsoft Office. Ability to maintain good rapport with the public and coworkers. Must pass a pre-employment criminal history background check and drug screen.

#### **PURPOSE**

This position is responsible for determining eligibility of applicants and current participants in the Housing Choice Voucher program.

#### **WORK LOCATION:**

The Tioga County Housing Authority Choice Voucher Case Coordinator is based in Mansfield, Pennsylvania. Some travel required.

#### **SUPERVISION RECEIVED AND EXERCISED:**

This position is directly supervised by the Housing Choice Voucher Program Manager. This position does not supervise others.

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

- Primary responsibility is to perform all case management duties related to admission and occupancy of Housing Choice Voucher Program; these duties include scheduling and interviewing new applicants to determine eligibility for rental assistance, conducting income verifications, preparation of lease and HAP contracts; calculating tenant rent payments and utility allowances; re-evaluation of existing tenants annually to determine rent changes and preparation of new leases;
- Continually monitor existing funds and assure budgetary goals are met; prepare and submit written reports regarding these numbers on a monthly basis;

- Resolve tenant problems and issues as they arise; depending on seriousness of the problem this process will often include consultation with Program Manager regarding policy, lease, legal or confidentiality issues;
- Maintain communication with participating landlords as necessary; this may include negotiating rents, assisting with tenant disputes, providing clarification regarding HUD policies/changes to existing policies;
- Maintain communication with Housing Choice Voucher Inspector and provide clarification/support whenever necessary;
- Learn and adhere to all Housing Authority policies and procedures, administrative plan, Federal and State laws;
- Maintain a strict level of confidentiality;
- Maintain professional relationships at all times with applicants, tenants, coworkers and the general public.