

TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY

Housing Choice Voucher Case Coordinator

Job Description (4/2025)

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 the eligibility of applicants and current participants in the Housing Choice Voucher program and tax credit buildings.

WORK LOCATION:

The Tioga County Housing Authority Choice Voucher Case Coordinator is based in Blossburg, Pennsylvania. Some travel is 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 the admission and occupancy of Housing Choice Voucher Program and Tax Credit Buildings; these duties include scheduling and interviewing new applicants to determine eligibility, 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 ensure 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 the seriousness of the problem this process will often include consultation with the Program Manager regarding policy, lease, legal or confidentiality issues; this can include contact with family members, or communicating with outside agencies (such as Area Agency on Aging, nursing homes, EMTA, police, etc.);
- 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;
- Assist with collection of rents and delinquent accounts, maintain fire safety sheets, attend fire safety meetings, and show vacant apartments, for the Tax Credit Buildings;
- Provide support and coordination with the 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 programs, flu shots, education programs, etc.;
- Maintain communication with Housing Programs 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.

SALARY RANGE:

Dependent upon education and experience