

# 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 Bradford County Housing Authority Choice Voucher Case Coordinator is based in Towanda, 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 participating 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