**Ohio Valley Opportunities**

**Job Description**

**Job Title**: Housing Services and Support Specialist

**Department:** Housing

**Reports To:** Director of Community Services

**FLSA Status**: Hourly

**Prepared By**: HR Director

**Approved By:** Executive Director

**Revised/Reviewed Date:** March 2019

**SUMMARY/PURPOSE**

Assist in all phases of programs including field work, data collection, and data management via state-mandated electronic data bases as assigned. Provide high quality supportive services to OVO clients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following.

Receive and process applications for housing services and supports as determined by Federal, State, and local regulations and policies. Ensure client eligibility.

Select applicants from the HCVP waiting lists in proper order. Provide clients with housing options.

Issue housing vouchers to eligible applicants and if necessary assist in locating an appropriate unit. Assist applicant in negotiating rental amounts with landlords and advocate any special requirements needed. Maintain and follow a plan to keep all allowable vouchers active to ensure utilization is never less than 90%.

Approve rental units based on Housing Quality Standards.

Review monthly payment report to ensure accuracy of payments made to landlords and tenants.

Comply with deadlines on reports due monthly, quarterly and yearly.

Audit files quarterly and report details of internal audits.

Comply with all trainings and certifications required by IHCDA.

Comply with all fair housing and equal opportunity requirements.

Provide IHCDA an interim on each client with zero income on a quarterly basis.

Request an EIV from the state on each annual, interim and new units and review for accuracy.

Maintain a current list of tenants for reporting statistics and a current list of landlords for each service county.

When applicable, set up a repayment plan for tenants that have unreported income.

Participate in audits from an outside source and assist to correct any findings.

Make adjustments for clients that have a change in their household composition, income, or other circumstance.

Review and make rental increases when requested by landlords.

Make direct and indirect referrals to other service agencies, based on an assessment of the client’s needs. Act as a liaison to other community service agencies to best meet the needs of our clients.

Provide Energy Education to clients.

Enter data accurately and timely into data management systems.

Conduct initial and bi-annual Housing Quality Standard inspections to determine eligibility of HCVP program units. Conduct inspections in response to special request, and as a follow up to a prior inspection.

Engage in outreach and orientation activities to provide information, engage clients, and support continued client participation in agency services.

Track client participation and other statistics as required for internal and external reporting including unduplicated client count.

Maintain client files and records including case management activities and other contacts according to established procedures.

Act as a liaison between clients, landlords, and utility vendors when required and appropriate.

Complete HCVP violation reports, interface with landlords and clients to assure satisfactory completion of all required repairs.

Prepare and maintain all required written and electronic documentation relevant to inspection process and scheduling, performance, deficiencies, status, follow-ups, and compliance. Produce reports.

**ADDITIONAL DUTIES AND RESPONSIBILITIES MAY BE ASSIGNED.**

**REQUIREMENTS**

Must possess or acquire knowledge of assessment and crisis intervention methods, community resources and service planning.

Must have the ability to communicate effectively both verbally and in writing.

Must have the ability to establish and maintain effective professional working relationships with co-workers, management, partner agencies, and the community. Have the ability to engage a wide variety of people with a high level of professionalism and courtesy, including culturally, socially and economically diverse populations.

Must fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and procedures.

Must possess the skills to organize and work independently in an environment of frequent interruptions.

Must have the ability to work with culturally, socially, and economically diverse populations, seniors, and persons with disabilities.

Must possess a high degree of proficiency in Microsoft Office products, including Word, Excel, Outlook, and state-mandated data management systems.

Must possess or acquire the knowledge of housing options, community resources.

Must possess or acquire thorough knowledge of the methods, practices and safety precautions regarding inspection of rental properties.

Must have or acquire working knowledge of Housing Quality Standard (HQS) inspections and reporting procedures.

Have a general knowledge of the tools, materials and technical terminology commonly associated with building construction and maintenance.

Must main strict confidentiality at all times. Must obtain written permission from clients before sharing their information with providers outside the agency.

Must be a self-starter and work in a deadline driven environment.

Must have the ability to work as a team member.

**SUPERVISORY RESPONSIBILITES**

This job has no supervisory responsibilities

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High School Diploma or GED, a minimum of two years of experience or education in a family/social service agency preferred.

**LANGUAGE/COMMUNICATION SKILLS**

Must have the ability to present information to clients and community partners in a professional manner. Must maintain a positive, friendly and helpful manner with clients, peers, and supervisor. Ability to read, analyze, and interpret common trade and technical journals, financial reports, and legal documents. Ability to respond to common inquires relating to OVO programs.

**MATHEMATICAL/DATA ENTRY SKILLS**

Ability with mathematical concepts, proficiency in basic math calculation is essential. High degree of accuracy in data entry.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and analyze different situations and formulate a solution. Ability to define problems, collect data, establish facts, and draw valid conclusions.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Certifications may be required to accomplish the job functions. Must maintain valid driver’s license, good driving record, and automobile insurance.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stoop, kneel, crouch, or crawl and talk or hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet to moderate. The physical location for this position is the Administrative office with required travel to county offices and housing units for inspections. Some out of town travel is required for training and staff meetings.

**ACCEPTANCE**

I have read and understand the above qualifications and agree to abide by all OVO policies and procedures.

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Employee Date

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