



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875



Homes. People. Partnerships. Good. www.homesforgood.org

Homes for Good announces recruitment for two (2) knowledgeable and dependable Housing Specialists

HOUSING SPECIALIST

Posting # 03.26.2019

SALARY: \$3,130.56 - \$3,995.47/ MNTH

Homes for Good is an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

GENERAL DESCRIPTION: Homes for Good Housing Agency is seeking a qualified and experienced candidate for the position of a Housing Specialist.

Homes for Good is a high performing housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income residents with the logistics of affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on customer service, quality control, and compliance. Homes for good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a non-profit agency.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

DUTIES: *These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

As a key role in the Rent Assistance Department, this position is responsible for managing the administrative functions for a case load of approximately 450 – 550+ clients at a given time.

- Monitoring participant eligibility
- Responding to and processing requests for recertification of family composition and/or income from families
- Developing and maintaining appropriate files and records
- Certifying eligibility within program and Agency timelines
- Reviewing, evaluating and verifying participant information including; household composition, income, medical expenses, assets, deductions and other related eligibility documents
- Entering applicant/participant information electronically
- Coordinating information with other staff members regarding participant issues
- Explaining transfer process including participant responsibilities
- Processing transfer requests from participants
- Communicating with co-workers, participants, owners and other community members
- Ensuring necessary documents are completed, legible, and signed
- Answering questions regarding income and family composition



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- Conducting group or individual briefings in compliance with HUD rules and regulations and Agency policies and procedures
- Explaining lease agreement provisions, contractual obligation and HQS requirements
- Following policies and regulations in accordance with the Agency's Administrative Plan

IDEAL QUALIFICATIONS:

Knowledge and experience in the following areas would support applicant in being successful in this position:

- Managing a caseload of approximately 450 to 550+ families
- Record keeping, arithmetic, business letter-writing and report preparation
- Proficient in current office procedures, methods and equipment
- Knowledge of principles and techniques of interviewing
- Previous experience with HUD rules, regulations and HQS requirements
- Experience in conducting research to determine the reasonableness of the rent
- Intermediate to advance knowledge of Microsoft Word and Excel
- Exceptional communication skills, both verbal and written
- Type a minimum of 45 WPM

ABILITY TO:

- Perform work without direct project supervision
- Work well in a fast-paced professional team environment
- Learn which community agencies, programs and resources are available to program participants and provide appropriate referrals.
- Perform designated tasks within program and Agency established timelines
- Learn, interpret and apply HUD program rules and regulations and Agency policies and procedures
- Gain cooperation through discussion and mediation
- Learn and apply hearing policies and procedures
- Investigate fraud allegations and recommend corrective action necessary to resolve the issues
- Respond to requests and inquires in a timely manner
- Perform mathematical calculations quickly and accurately
- Prepare and maintain accurate and complete records and reports
- Operate standard office equipment
- Learn new technology as required
- Learn and perform data entry quickly and accurately
- Establish and maintain effective working relationships with those contacted in the course of work
- Maintain regular and consistent attendance and perform work without direct supervision
- Recognize the value of individual and cultural difference and create a work environment where individual's differences are valued
- Demonstrate trustworthiness and good judgment, must be honest and respectful beyond reproach
- Be diplomatic and handle tense tenant situations discreetly and calmly

EDUCATION: Equivalent to the completion of the 12th grade. Additional specialized training in social services, a related field and/or property management is desirable.

EXPERIENCE: Three or more years of responsible community or social service experience with an emphasis on verifying documents for on-going program eligibility and income calculations. Additional experience working with property owners and managers is preferred.



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SUBSTITUTION: Any combination of experience and education on a year for year basis up to a maximum of four years of responsible community or social service experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work, has been demonstrated and ascertained.

LICENSE OR CERTIFICATE: Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates.

Must become a certified "rent calculation specialist" within 6 months of employment, at the cost to the Agency.

COMPENSATION: The pay range for this position \$3,130.56 - \$3,995.47/month with a generous benefits package which includes; time management starting at 17.33 hrs. per month, Agency paid health, dental and vision insurance after 1 month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

APPLICATION PROCEDURE:

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, performance examinations and/or a pre-employment personality assessment. Responses to supplemental questions are required if applicable.

This position is covered by Union Representation, AFSCME Local 3267.

Note: This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good shall establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

POSTING DATE: March 26, 2019
CLOSING DATE: April 8, 2019

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.