



100 West 13th Avenue, Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411



Homes. People. Partnerships. Good. [www.homesforgood.org](http://www.homesforgood.org)

*Homes for Good cares deeply about the health and safety of our residents, employees and job applicants. As a precautionary measure in response to the current COVID-19 pandemic, Homes for Good will use electronic communication tools such as teleconferencing or video conferencing during our hiring process in lieu of traditional in-person interviews to maximize social distancing.*

**Homes for Good is looking for multiple Housing Specialists to join our team!**

**HOUSING SPECIALIST**  
**Posting # 09.09.2021**  
**Salary - \$3,387.39 - \$4,323.27 per month**

## **WHO WE ARE**

Homes for Good Housing Agency is a high performing public 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 Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, 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 mission driven organization.

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.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

## **OUR RENT ASSISTANCE TEAM**

Due to the increase in rent assistance funds in response to COVID-19, we're looking for multiple Housing Specialists to help us deploy rental assistance to Lane County's low-income community members.

Our Rent Assistance Division is responsible for the intake and administration of various types of rental assistance offered by Homes for Good, serving over 3,000 low income Lane County residents. The division is comprised of a team of Housing Specialists, Inspectors, Office Assistants, a Landlord Liaison, Data Analyst, Program Supervisor and Division Director. We believe that safe and affordable housing should be accessible to all, and that we should strive to be an excellent partner in the process of serving our clients.

## **WHAT YOU WILL DO FOR OUR TEAM**

As a key role in our Rent Assistance Division, the Housing Specialist carries out the administrative functions for a case load of approximately 450 – 550 clients at a given time.

**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.*

- 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 in accordance with HUD regulations and agency policies.
- 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
- 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
- Performs other duties as assigned

### **COVID-19 RELATED CONTEXT**

In response to the COVID-19 pandemic and physical distancing restrictions in Lane County, many of our staff are currently working remotely. This position is temporarily eligible for remote work.

If the selected candidate is unable to work remotely, space will be made available at our administrative office.

We have implemented policies and procedures designed to protect our team members from COVID-19 exposure. Employees are provided and trained on the contents of our COVID-19 Infection Control Plan.

If you are interested in this position and would like to review our COVID-19 Infection Control Plan, feel free to review the plan linked below.

[Homes for Good COVID-19 Infection Control Plan](#)

### **WHAT WE ARE LOOKING FOR**

Studies have shown that women and people of color are less likely to apply for jobs if they don't meet every one of the qualifications listed. We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at [hr@homesforgood.org](mailto:hr@homesforgood.org).

### **EXPERIENCE & TRAINING GUIDELINES:**

Any combination of experience and training that would provide the knowledge, skills and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

**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.

**TRAINING:**

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

**PROFESSIONAL COMPETENCIES**

The successful candidate will have knowledge and experience in the following areas:

- 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
- Spanish fluency (written and oral) is preferred by not required. This position is eligible for a bilingual pay differential of 5.7% upon passing a fluency exam.

**PERFERRED QUALIFICATIONS**

- 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

**SUBSTITUTION:**

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible accounting and/or administrative experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work has been demonstrated.

**LICENSE OR CERTIFICATE:**

This position has no license or certification requirements upon hire.

The selected candidate must become a certified "Rent Calculation Specialist" within six (6) months of employment. Homes for Good will be responsible for providing the training, and for the costs associated with the certification.

## **WHAT'S IN IT FOR YOU?**

**COMPENSATION:** The pay range for this position \$3,387.39 - \$4,323.27 per month with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 17.33 hours per month and paid family leave.

## **WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!**

### **PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE**

#### **APPLICATION PROCEDURE:**

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

Applications will be reviewed for relevant experience, education and training.

All applicants will be required to take a pre-employment assessment upon submission of application materials. A link to the pre-employment assessment will be included in a confirmation email. Applicants who fail to take the pre-employment assessment will not be considered for further consideration.

\*\*\*The pre-employment assessment is an important step in our hiring process. If you do not receive an email confirmation with a link to the assessment after you submit your application, please check your junk mailbox. If you are unable to locate the confirmation email and assessment link, please email us at [hr@homesforgood.org](mailto:hr@homesforgood.org) and we will send you the assessment link\*\*\*

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

**POSTING DATE: Thursday September 9, 2021**

**CLOSING DATE: Monday September 27, 2021**

This position is represented by 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 will 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.

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. Homes for Good has the exclusive right to alter this position specification at any time, without notice.