

HOUSING PROGRAM SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving responsibility for overseeing and participating in the process of reviewing and evaluating records and applications related to housing assistance programs such as Section 8 of the Federal Housing Assistance Payments Program, also known as the Housing Choice Voucher Program, or programs offered through the New York State Division of Housing Programs. The work is performed under the supervision of the head of the agency or a higher-level administrator and work guidance (e.g., lead work) is provided to Housing Program Assistants and/or clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews and screens applicants from the waiting list to determine their initial eligibility for available housing programs based on Department of Housing and Urban Development (HUD) and the New York State Division of Housing guidelines;
Gathers and verifies income information furnished by tenants, performs annual and interim tenant reexaminations and calculates housing assistance payments;
Conducts participant outreach and briefings in accordance with Department of Housing and Urban Development ("HUD") requirements;
Handles special Section 8 Vouchers (e.g., Project-Based Vouchers, Family Self-Sufficiency, Homeownership, Choice Mobility Vouchers, Veterans Affairs Supportive Housing, etc.);
Tracks and reports on utilization of special vouchers and assists with monthly HUD reporting;
Acts as the primary liaison between special program tenants, landlords, partner agencies and the Housing Authority;
Works with the accounting department on billing information for special vouchers;
Assists with resolving complex or escalated tenant or landlord inquiries related to program rules, rent portions or housing inspections;
Provides direction to and may review the work of Housing Program Assistants and/or clerical staff to ensure accuracy, timeliness and compliance with federal and state guidelines;
Participates in the development and implementation of program procedures and improvements;
Schedules and completes all required paperwork related to the National Standards for the Physical Inspection of Real Estate (NSPIRE);
Completes special projects as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of laws, rules and regulations as they concern Section 8 of the Federal Housing Assistance Payments Program and New York State Division of Housing Programs*; ability to interpret complex eligibility criteria and resolve discrepancies; ability to provide work guidance to others; ability to establish and maintain cooperative relationships with others; ability to communicate effectively, both orally and in writing; ability to conduct interviews in order to gather information; ability to evaluate information and provide recommendations regarding clients' financial eligibility; ability to understand and carry out oral and written instructions; ability to maintain records and prepare reports; ability to use computer software in the completion of assignments*.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and three (3) years of paid work experience examining, investigating or evaluating claims for assistance, housing, veterans or unemployment benefits, insurance (e.g., health) benefits or similar programs operating under established criteria**.

NOTE: Education beyond high school may be substituted for the required work experience on a year-for-year basis.

PROMOTION: One (1) year of permanent competitive class status as a Housing Program Assistant.

SPECIAL REQUIREMENT: Possession of a valid driver's license or access to transportation to meet fieldwork requirements in a timely and efficient manner.

*To be demonstrated during the probationary period.

**Established criteria for eligibility refer to a set of predefined and formalized standards or conditions that must be met to qualify for a specific status, benefit, opportunity, or participation, ensuring consistency and fairness. For example, eligibility criteria might include age, education level, income, residency or specific skills depending on the context, such as job applications, government programs, etc.