THA POSITION DESCRIPTION

DATE _____
NAME: _____ PERMANENT FULL TIME
TITLE: **Housing Specialist Public Housing** LEVEL: 3
REPORTS TO: Public Housing Manager NON-EXEMPT

I. THA'S VISION

Successfully provide quality, accessible, affordable housing. Success is defined as: putting applicants, tenants, and participants first; market competitiveness; and, financial strength and integrity.

II. TASKS

This staff member will perform the Housing Specialist tasks described below in a combination to be reviewed and agreed on at least annually.

A. Program Operations

Maintain necessary records and files. Make referrals to appropriate sources of service and assistance. Schedule activities for self. Assist in interviewing new applicants seeking Public Housing.

B. Resident Organizations

Provide support for resident organization projects and activities. Help strengthen THA resident organizations.

C. Resident Initiatives

Provide support for THA resident activities and initiatives as assigned.

D. Assist persons who inquire about THA programs and initiatives

Greet and assist persons who come to the office, and respond to persons who call or e-mail. Provide needed information and direct persons to appropriate sources of internal and outside assistance.

E. Lease Enforcement/Criminal Activity

Investigate and document lease compliance problems relating to criminal activity. Whenever possible, resolve lease enforcement problems before they become a matter of formal lease enforcement efforts. Participate in the One-Strike Committee. Provide input for lease violations. Provide input and testimony for legal and administrative proceedings. Enforce lease violation remedies.

F. Lease Enforcement/Other than Criminal Activity
Investigate and document lease compliance problems relating to rules violations, health and safety issues, bar and ban violations, boarders and lodgers, and related matters. Whenever possible, resolve lease enforcement problems before they become a matter of formal lease enforcement efforts. Provide input for lease violation decisions. Provide input and testimony for legal and administrative proceedings. Enforce lease violation remedies.

G. Other duties as assigned
Perform other duties of a similar level of responsibility and complexity as assigned.

III. CONTINUOUS IMPROVEMENT

A. Promote innovation and positive change
B. Improve THA programs
C. Improve THA facilities and complexes
D. Participate in training and capacity building events as assigned

IV. KEY TRAITS

A. Ability to learn, absorb, process and apply information
B. Listening and oral communication skills
C. Sound academic skills---reading, writing, computation
D. Adaptability, creative thinking and problem solving, openness to change
E. Self-management, self-esteem, goal orientation
F. Effective in/with groups; interpersonal, negotiation, and teamwork skills
G. “Big picture” view of the organization; leadership skills; ability to organize and motivate one’s self and others
H. Attendance & Punctuality

V. KNOWLEDGE

A. Public Housing, Section 8 Program laws, regulations, and internal policies
B. Other program laws, regulations, and internal policies as assigned
C. Tenant/landlord rights and responsibilities
D. Standard office computer software programs

VI. SKILLS

A. Apply/direct the application of Program laws, regulations, policies
B. Effective customer service for a diverse population
C. Use specialized software programs
D. Successfully interact with elected and appointed officials, landlords and human/social service agency staff
E. Train and motivate subordinates

VII. PHYSICAL REQUIREMENTS

A. Bend, reach for, and handle the contents of file folders
B. Attend, prepare facilities, and participate in meetings
C. Use a computer/computer key board for extended periods

VIII. EDUCATION, SPECIAL LICENSES/CERTIFICATES

A. Valid Kansas Class C Drivers license
B. Specialized certification as assigned
C. High school diploma or equivalent required. Some college or advanced office/clerical training preferred
(Note: work experience can be substituted for education on a year for year basis.)

IX. EXPERIENCE

A. Two years of housing/human service program experience

X. SUPERVISORY RESPONSIBILITY

None

ACCEPTED
EMPLOYEE: _____
DATE: _____

APPROVED
SUPERVISOR: _____
DATE: _____