

WACO HOUSING AUTHORITY & AFFILIATES

POSITION DESCRIPTION

TITLE: Section 8 Counselor

NON-EXEMPT

SUPERVISOR: Director of Section 8

Duties and Responsibilities

Responsible for implementing the complete leasing cycle under the Authority's Section 8 Housing Choice Voucher program. Performs a variety of tasks related to the Section 8 leasing cycle. Specific duties include the following.

Interviews applicants and tenants, obtains, verifies and calculates all sources of income assets and resources to determine financial eligibility of applicants in person or virtually.

Conducts interim and yearly reviews of residents' family income assets and make-up of household members to determine continued eligibility and benefit level and processes adjustments when warranted.

Issues Voucher from waiting lists for applicants and relocating tenants.

Review Earned Income Verification (EIV) reports to determine income received for the tenant. Use same report to detect unreported income.

Receives and reconcile funds owed to the agency by repayment agreement.

Maintain tenant and landlord files and documents historical log for each resident.

Answers tenant and landlord inquiry and provide information on status of rent, damage claims, status of units in failed status, etc.

Pulls files for re-examinations, makes revisions, calculates rent adjustments, notifies tenant and landlord in writing of changes, via secure sign, schedules appointment for re-exam conferences, etc. If tenant does not have access to secure sign, submit

pertinent information to FSS coordinators for processing of direct deposits payment.

Requests inspections and prepares inspection form. Prepares data sheet for accountants. Prior to processing of check run for the 1st and 15th.

Establish and maintain contact with community social service agencies, gather information and refer residents as necessary.

Counsel tenants and assists in resolution of problems between owners and residents.

Performs clerical duties such as answering telephone, general typing, filing and mailing correspondence, submitting documentation via secure sign.

Performs other related Section 8 duties as assigned.

Qualifications and Knowledge

High school graduate or GED. Section 8 knowledge or experience is a plus.

Knowledge of general office practices and procedures, business English and basic arithmetic.

Some knowledge of standard bookkeeping principles, practices, and techniques.

Knowledge of HUD and Authority policies, procedures and practices pertaining to the Section 8 programs is helpful.

Skill in operating general office machines and computers.

Ability to communicate and relate to persons of diverse backgrounds and abilities and establish and maintain effective working relationships with other employees and residents.

Bondability.

Valid Texas driver's license.

Eligibility for coverage under Authority fleet auto insurance.

Supervision Received and Given

The employee receives work assignments from Management Staff and the Director of Section 8. Management Staff and the supervisor usually establishes priorities and time frames. Management Staff and the supervisor monitors the employees work for thoroughness, neatness and compliance with procedures and guidelines.

The employee has no supervisory responsibilities.

Guidelines

The employee follows the Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practices and procedures. When unusual situations arise, the employee may request guidance from the management staff and supervisor.

Complexity

The employee performs a variety of related tasks, which are repetitive and mostly routine in nature. Occasionally, the employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually referred to the supervisor for resolution.

Scope and Effect

The employee's work primarily affects the administrative output of the Section 8 Office. A good job performance by the employee enhances the office's ability to provide housing and assistance to Authority tenants.

Personal Contacts

The employee's personal contacts are with applicants, tenants, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Authority for housing families and providing assistance to families.

Physical Demands

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.

Work Environment

Work involves the normal risks and discomforts associated with an office environment but is usually in an area that is adequately heated, lighted, and ventilated.