

ASSISTANT TO THE RENTAL ASSISTANCE PROGRAM COORDINATOR
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: Under the general direction of the Department Head , this position is responsible for assisting in the development, implementation, coordination, and monitoring of Housing Programs and related initiatives. The incumbent assists in the application and enforcement of policies regarding eligibility criteria and the operations of all Housing Programs administered by the Albany Housing Authority. . The position monitors the work of subordinates in the investigation of applicants and the case maintenance of initial and ongoing eligibility for Assisted Housing programs. The incumbent prepares various reports required by the New York State Division of Housing and Community Renewal and the U.S. Department of Housing and Urban Development, and other oversight agencies and monitors the accuracy of the HUD reporting and program data. Supervision over others is typical of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides day to day assistance to staff in interpreting and applying housing laws, rules, regulations, policies, and procedures;
- Assists in coordinating the continued in-service training of departmental staff regarding rental subsidies, special leasing programs, tenant certification and eligibility requirements, budget allocations, program compliance, and automated housing-management systems;
- Participates in interpreting existing policies and procedures issued by the U.S. Department of Housing and Urban Development and other applicable oversight agencies and assists with revising departmental procedures in accordance with policy revisions issued by HUD or other entities exercising control over the programs;
- Reviews certifications and supporting documentation to determine compliance with Internal Revenue Service regulations for Low-Income Housing Tax Credit properties and other applicable program requirements;
- Assists in the preparation of reports and recommendations regarding Housing Program leasing operations and tenant-selection policies, as well as other specific reports on funding, utilization, occupancy status, and program performance;
- Monitors enforcement and the consistent application of regulations and policies of the Authority;
- Prepares statistical materials, charts, summaries, and management reports;
- May present and prepare written informational materials to public service agencies and landlords and may provide program information to applicants, participants, residents, property owners, and community partners;
- Enters, reviews, verifies, and retrieves information in an automated information system;
- Coordinates and monitors customer-service activities to ensure that inquiries and complaints from applicants, participants, residents, property owners, and members of the public are addressed accurately, professionally, and timely;

- Assists with overseeing the processing of new admissions, voucher issuances, participant briefings, Requests for Tenancy Approval, moves, portability cases, special-purpose vouchers, and other assigned housing actions;
- Monitors staff workloads, assignments, processing timelines, and outstanding actions to promote the timely and accurate completion of program activities;
- Reviews applicant and participant files, certifications, calculations, and supporting documentation for accuracy, completeness, and compliance with applicable program requirements;
- Assists staff with resolving complex eligibility, occupancy, leasing, subsidy, portability, and participant-account matters and refers matters requiring higher-level review to the Department Head;
- Coordinates with inspection staff to request and track initial, move, complaint, quality-control, and other required inspections and to address inspection-related holds, failures, abatements, and follow-up actions;
- Assists with monitoring leasing, utilization, payment, certification, inspection, and reporting deadlines and identifies cases requiring corrective action or supervisory follow-up;
- Monitors the accuracy and timely submission of HUD forms, program data, and required reports and assists with researching and correcting system errors, rejected records, and data discrepancies;
- Assists in implementing quality-control procedures and conducts periodic reviews to identify processing errors, compliance concerns, training needs, and opportunities for operational improvement;
- Assists with responses to monitoring reviews, audits, complaints, management inquiries, and requests for program records or supporting documentation;
- Maintains appropriate safeguards for confidential applicant, participant, resident, financial, medical, and personally identifiable information;
- Coordinates with other Authority departments, contractors, property owners, service providers, governmental agencies, and community partners concerning program operations and participant needs;
- Assists with the development and implementation of departmental workflows, forms, notices, desk procedures, tracking tools, and internal controls;
- Provides guidance, assigns and reviews work, monitors performance, and assists in training and evaluating subordinate staff, consistent with delegated authority and applicable collective-bargaining agreements;
- May act on behalf of the Department Head in routine operational matters during the Department Head's absence or as assigned;
- Responsible for completing all Housing Assistance Payment (HAP) procedures;
- Responsible for tracking, monitoring and addressing reasonable accommodations requests for the department in accordance with AHA procedures and delegated authority; coordinates implementation with the Department Head;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of provisions, regulations and rules governing the Section 8 and related funding programs; investigation procedures; and selection criteria of Public Housing Laws;
- Working knowledge of techniques of investigating financial assets and housing inspection codes;
- Working knowledge of the housing market and familiarity with Code Enforcement requirements of the local governing body;
- Working knowledge of computer resources and the ability to evaluate reports of a statistical nature;
- Good knowledge of personal computers and office equipment;
- Ability to interpret, calculate eligibility and to apply laws and policies to determine eligibility by comparing applications to written criteria;
- Ability to accurately compute mathematics;
- Ability to supervise the work of others;
- Ability to resolve disputes between tenants and landlords;
- Ability to prepare statistical information and reports;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree or higher in Social Sciences, Human Services or a related field **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in Social Sciences, Human Services or related field and two (2) years full-time professional work experience in a human services or community services agency dealing with public assistance or related field; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time professional or paraprofessional work experience, or its part-time equivalent, two (2) years of which must have been as described in (A) above;
- D. Satisfactory equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS: Possession of a valid Class D NYS Department of Motor Vehicle Driver's License at time of appointment. Use of personal Vehicle may be necessary.