

HOUSING ELIGIBILITY ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The incumbent determines the eligibility of applicants, tenants and property owners making application for various Section 8 programs and public housing occupancy. Eligibility is determined based on the Albany Housing Authority's Admissions and Occupancy Policies written in accordance with HUD regulations. The average caseload of the HEA is not less than 250 clients and the incumbent exercises independence in the performance of their work on behalf of their caseload. The work is performed independent of direct supervision from a higher-level staff member, except in cases of an unusual situation. May direct the work of clerical support staff assigned to the Rental Assistance Program Department as that work may address clients.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Conducts skilled personal and telephone interviews of applicants and property owners;
- Reviews and evaluates documents submitted for verification of income earnings and determines eligibility for admission and/or continued occupancy;
- Computes rents and subsidy allowance for specific units and family sizes, adhering to specific regulations and guidelines;
- Monitors the quality standards of the property for which assistance is provided;
- Interprets and comprehends HUD regulations and issues written confirmation of rejections or approvals of applications after an investigation process is completed;
- Evaluates and determines that certain clients may require special assistance from other public service agencies;
- Prepares plans whereby an applicant is provided with referrals to the Rental Assistance Program Department;
- Works with both public and private housing units;
- Develops promotional plans or incentives to recruit housing property owners;
- Prepares informational materials and correspondence on funding regulations or eligibility requirement changes;
- Performs annual reviews of all certifications issued to clients;
- Monitors and reviews HUD Housing Quality Standard Inspections to assisted housing programs in the private market for compliance with program requirements;
- Visits housing site locations to secure documentation confirming income eligibility and family composition of the tenants;
- Oversees and monitors complaints by landlords and/or tenants;
- Provides written notice(s) of housing code violations, mandated repairs, warnings of possible loss of rental assistance funds and provides notice of termination due to non-compliance by tenant or landlord;
- May participate as a hearing officer between landlord and client;
- May provide counseling to family or client;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of investigation procedures and tenant selection procedures;
- Working knowledge of economic and social factors related to housing programs;
- Working knowledge of business arithmetic and English;
- Ability to acquire a working knowledge of the provisions, rules and regulations for tenant selection and housing assistance programs;
- Ability to provide reports on findings resulting from an interview, documents or a formal investigation;
- Ability to interpret laws, regulations and policies to the public;
- Ability to maintain satisfactory relations with others;
- Ability to follow written and oral instructions;
- Good negotiation and communication skills;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant a Bachelor's Degree in social sciences, human services or a related field and three (3) years of full-time paid experience (or its part-time equivalent) in a community organization, social services, program eligibility determination, public contact or in a closely related field; **OR**
- (B) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant an Associate's Degree in social sciences, human services or a related field five (5) years of full-time paid experience (or its part-time equivalent) in a community organization, social services, program eligibility determination, public contact or in a closely related field; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of full-time paid experience (or its part-time equivalent) in a community organization, social services, program eligibility determination, public contact or in a closely related field; **OR**
- (D) A satisfactory equivalent combination of training and experience defined by the limits of (A) through (C) above.

SPECIAL REQUIREMENT:

Possession of a valid driver's license issued by the New York State Department of Motor Vehicles at time of appointment and while in the position. Vehicle may be necessary.

Revised: 10/21/81
2/01
9/29/15
4/24/18