

SENIOR HOUSING ELIGIBILITY ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The Senior Housing Eligibility Assistant (SHEA) will assist the department (Public Housing or Section 8) manager with ongoing recertification activities. The incumbent provides continuous department support and guidance to Housing Eligibility Assistance (HEA) staff engaged in the process of performing or facilitating annual or interim eligibility recertification activities. The work is performed independent of direct supervision from a higher-level staff member, except in cases of an unusual situation. Will direct the work of clerical support staff assigned to the Recertification and Collections department or Section 8 Department as that work may address clients.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Verifies information supplied for new units is complete and accurate;
- Monitors the quality standards of the property for which assistance is provided;
- Verifies and documents proof of ownership as well as maintaining owner files;
- Adds new units to the housing system;
- Reviews current practices and procedures to ensure the collection of information and documentation to support specialty housing programs is adhered to;
- Provides support for ongoing activities to include; accurate maintenance and updating of computerized databases to include delinquent tenant data/records in PIC;
- Monitors compliance requirements as it relates to HUD and Section 42 (LIHTC) regulatory and statutory requirements for affordable housing programs;
- Provides ongoing support, exchange and follow up with staff as it relates to timely certifications; to include submission and correction activity of all tenant records in Tenmast & HUD EIV/PIC;
- Provides support for initial training for new employees and ongoing service trainings;
- Performs all duties as an HEA and maintain assigned caseload;
- Manages negotiated terms and conditions of court ordered repayment agreements;
- Provides backup for in house administrative hearings/grievances and/or court proceedings (virtual and/or in person);
- 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;
- Conducts skilled personal and telephone interviews of applicants and property owners;
- Computes rents and subsidy allowance for specific units and family sizes, adhering to specific regulations and guidelines;
- 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;

- Provides ongoing department support and guidance to clerical support staff;
- 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;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of personal computers and office equipment;
- Good knowledge of investigation procedures and tenant selection procedures;
- Good knowledge of economic and social factors related to housing programs;
- Good knowledge of business arithmetic and English;
- Good 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;
- Strong negotiation and communication skills;
- 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 four (4) 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 six (6) 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) A satisfactory equivalent combination of training and experience defined by the limits of (A) and (B) 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.