

# AUBURN HOUSING AUTHORITY

## Position Description and Vacancy Announcement

<b>Position Title</b>	HCV Caseworker III (TBV)	<b>Department</b>	Housing Choice Voucher (HCV)
<b>Reports To</b>	HCV Manager	<b>Employment Status</b>	Full-Time
<b>FLSA Status</b>	Exempt	<b>Salary and Grade</b> ( <i>Compease 2024</i> )	\$52,583 - \$78,853 (\$25.28 - \$37.91 hourly)
<b>Date Open</b>	November 21, 2023	<b>Date Closed</b>	Open until filled.

### Summary

The primary purpose of this position is to assist the HCV Manager in administering the Housing Choice Voucher program at the Auburn Housing Authority and its managed agency (Lafayette Housing Authority) in accordance with federal, state, and local guidelines, regulations, and policies. The incumbent performs a variety of technical case management duties, including determining initial and continued eligibility and maintaining accurate case files. In addition, the incumbent serves as liaison between the agency and landlords, partnering agencies, and other outside parties. The incumbent will assist the HCV Manager with higher level functions including but not limited to staff training, quality control functions, and PIC submissions.

All activities must support the Auburn Housing Authority (“AHA” or “Authority”) and its managed agencies’ mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

### Case Management

1. Assists prospective residents throughout the application process; provides customer support by briefing prospective and current residents on the program, explaining the way the program works and outlining duties and responsibilities of residents; answers questions and provides information to residents and the general public.
2. Conducts intake, maintenance, and processing of applications in accordance with applicable program and local, state, and federal regulations.
3. Determines need for interim rent, income, and family composition changes; updates resident files; and completes required processing procedures.
4. Certifies and calculates rent subsidy and utility allowance for potential and current housing residents in accordance with HUD and Authority regulations.
5. Maintains an assigned caseload based on Authority needs by serving as caseworker for all TBV and Special Purpose Voucher participants and landlords, handling questions and complaints as they arise.
6. Develops and maintains confidential applicant files; compiles data from a variety of sources, databases, and logs.
7. Prepares information packets for HCV briefing and re-certification and prepares and assembles portability packets.
8. Counsels participants and resolves tenant/landlord issues; answers tenant/landlord questions or escalates issues to HCV Manager.

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9. Provides program participants with information regarding social service agencies, as appropriate.
10. Acts as back up for providing case management for the PBV Program, as needed.

### Reporting and Compliance

1. Conducts rent reasonableness assessment using data provided and in accordance with HUD and Authority regulations.
2. Prepares Housing Assistance Payment (HAP) contracts and related documents for execution.
3. Maintains waiting list of applicants for TBV and Special Purpose Vouchers; notifies applicants upon unit availability, completes background checks, and processes applications to prepare for move-in.
4. Generates periodic reports related to the HCV Program.
5. Prepares a variety of correspondence to landlords and program participants related to the scheduling and/or results of unit inspection and appointment letters.
6. Enters data into software and manual systems and updates the data as required.
7. Reviews PIC submissions and corrects errors prior to submitting PIC data.

### Other Responsibilities

1. Answers telephone, ascertains nature of business, screens and routes calls appropriately.
2. Investigates fraud complaints and takes appropriate action, escalating complaints to HCV Manager as appropriate.
3. Coordinates implementation of Special Purpose Vouchers and serves as liaison with partnering agencies.
4. Coordinates landlord outreach to increase available housing stock for participating families.
5. Conducts landlord briefings for new and current landlords instructing them on the HCV Program and any relevant HCV program updates.
6. Explains procedure for locating housing for program participants and provides information on available housing.
7. Assists the HCV Manager with quality control functions as needed.
8. Provides training to new staff members or training updates to current staff members as directed by the HCV Manager.
9. Performs other duties as assigned.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

***Job Knowledge:*** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Possesses strong knowledge

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of program regulations and guidelines. Uses appropriate judgment and decision making in accordance with level of responsibility.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer Service:* Exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

*Effective Communication:* Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

### Job Competencies

1. Extensive knowledge of the general operations and procedures of AHA properties, particularly in relation to the Housing Choice Voucher Program.
2. Broad knowledge of the local, state, and federal laws governing the Housing Choice Voucher Program, including all Special Purpose Vouchers, Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
3. Strong ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
4. Ability to perform program-required computations with speed and accuracy.
5. Demonstrated skill in providing instruction on the HUD and AHA Housing Choice Voucher Program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
6. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.

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### Education and/or Experience

(1) A two-year college degree or (2) completion of a specialized course of study at a business or trade school or (3) completion of specialized training courses conducted by equipment vendors or (4) job specific skills acquired through on-the-job training or apprenticeship program and a minimum of five (5) years of case management or related experience. An equivalent combination of education and experience may be considered. Knowledge of HQS processes required. Must possess a valid Alabama driver's license and be insurable under the Authority's plan. Upon hire, must complete the HCV Certification within a year.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Applicant must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual and Sick Leave
- Holidays
- Career Incentive Program
- Four-Day Work Week (Monday - Thursday)

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

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### Application Process

To apply, please send a resume and cover letter to [sbarrios@auburnhousingauth.org](mailto:sbarrios@auburnhousingauth.org); the cover letter must include your salary requirements. Include the job title “HCV Caseworker III” in the subject line of your email. If you have questions about the position, please contact the following:

Shannon Walters, HCV Manager  
[sbarrios@auburnhousingauth.org](mailto:sbarrios@auburnhousingauth.org)  
(334) 821-2262, ext. 221

Read and Acknowledged Upon Hire		
Employee Name [printed]	Employee Signature	Date

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