

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3855 **TITLE:** HOUSING SERVICES SPECIALIST I **GRADE:** S-19

DEFINITION:

Under supervision, provides tenant certification, selection, and placement; unit and property inspection; damage claim; and/or assistant property management services for eligible residents; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Positions allocated to this class perform non-supervisory housing services of average difficulty.

ILLUSTRATIVE DUTIES:

As a Public Housing Occupancy Specialist

Interviews applicants and evaluates information to select eligible families, determine housing needs, ensure eligibility, and make appropriate placements in low and moderate income housing;
Conducts interim, special and annual recertification of families;
Compiles and maintains resident information;
Enforces dwelling leases, and federal, state and local regulations;
Identifies family problems and refers tenants to community organizations or to the Resident Services Unit for assistance;
Attends hearings/conferences with applicants and tenants to discuss ineligibility or possible termination from assistance;
Prepares monthly management reports;
Reviews applicant files and transfer lists, determines appropriate residential unit and coordinates unit offers to fill available units in a timely manner;
Coordinates with the Property Improvement and Maintenance Division to ensure that units are promptly available for occupancy; and
Explains tenant responsibilities for the unit.

As an Assistant Manager of County-Owned (Section 236) Properties

Interviews, selects and orients applicants for federally-subsidized Section 236 developments;
Conducts annual and interim tenant recertifications;
Determines appropriate rent;
Enters new tenant and recertification data into the automated HOMES system;
Conducts fraud investigations as necessary;
Plans, develops and implements resident and community relations, self-sufficiency and crime prevention programs;
Works with human services representatives on behalf of tenants regarding delivery of services;
Assists the Property Manager with daily site and unit inspections;
Assists with preparation of Housing Assistance Payment requests;
Works with the Sheriff's Office and agency staff to coordinate evictions;
Consults with attorney and testifies in court when necessary;

Monitors tenant accounts receivables and takes appropriate action (i.e., counsels tenants, takes legal action and/or refers tenants to appropriate agency for assistance);
Assists with contract administration/monitoring responsibilities; and
Acts for Property Manager in his/her absence.

As Housing Manager of a Housing Project for Seniors and/or Disabled Individuals

Interviews and screens applicants for residency;
Selects and orients new tenants;
Prepares, explains and enforces leases and amendments;
Meets with individual residents, their families and/or service providers (therapists, social workers, etc.) to discuss rules infractions, and offer assistance/work toward problem resolution;
Consults with service providers and community groups to obtain assistance for tenants, as appropriate;
Initiates termination procedures and attends court hearings when necessary;
Plans and implements special events (presentations on topics of interest and day trips) for tenants;
Conducts annual and interim resident recertifications;
Coordinates accomplishment of maintenance and repair work;
Conducts site, building and unit inspections;
Oversees the work of on-site Community Representative(s);
Performs contract administration responsibilities for the property (e.g., maintenance and repair services, food services, etc.);
May enter new resident information into the automated HOMES system; and
Prepares monthly reports for FASTRAN, meals, and others as required.

As a Section 8 Certification Specialist, Housing Inspector or Damage Claim Specialist

In the Section 8 program, the Housing Services Specialist I class is used for classification of positions filled in an underfill capacity or employees functioning in a training capacity who have not attained the desired proficiency level to progress to the Housing Services Specialist II level. At this level, training and instruction is provided in one or more of the following Section 8 responsibilities.

As a Section 8 Certification Specialist (New or Existing Tenants)

Certifies applicants for participation in the Section 8 Housing Assistance Program;
Prepares certificates and vouchers for eligible clients and conducts Section 8 orientation sessions;
Assists families in negotiating rental agreements and reviews tenant-landlord leases for compliance with federal, state and local laws;
Participates in meetings with unit owners to review paperwork;
Participates in inspections of properties prior to occupancy, explains necessary maintenance and repairs to unit owners, and reinspects units after work is completed;
Conducts annual, interim, special and transfer recertifications for assigned tenants;
Participates in investigations of alleged incidents of program abuse;

Prepares chronology and supporting documentation;
Computes/recomputes rent and draws up promissory notes for repayment as appropriate;
Explains and interprets federal housing programs to interested landlords, realtors and property owners; and
Counsels and assists tenants and landlords in resolution of housing-related and portability issues as appropriate.

As a Section 8 Housing Inspector

Conducts move-in, move-out, special, annual and follow-up unit inspections;
Attends meetings to notify landlords of failed inspection items;
Monitors tenant compliance with regulations and participates in investigations of alleged incidents of program abuse;
Works with Certification Specialists to document evidence for informal hearings;
Explains and interprets federal housing programs to interested landlords, realtors and property owners;
Counsels and assists tenants and landlords in the resolution of housing-related and portability issues as appropriate;
Participates in negotiation of housing payment contracts and leases; and
Conducts interim, special and transfer income reviews.

As a Section 8 Damage Claim Specialist

Assists with reviews of damage claims submitted by Section 8 landlords to ensure compliance with the Tenant/Landlord Act and to determine responsibility for repairs based on the lease agreement;
Determines FCRHA liability under the terms of the housing payment contract;
Maintains information on the move-in and move-out condition of units, work completed by the landlord, the cost of repairs and receipt of documentation showing work completion;
Notifies tenants of landlords' damage claims and invites their comments;
Attends meetings with tenants and landlords to negotiate equitable resolution of damage claim issues and attempt to arrange payment agreements and preclude financial obligation on the part of the FCRHA;
Completes U.S. Department of Housing and Urban Development's (HUD) special claims for landlord's signature, and processes them for payment;
Sends promissory note offers to tenants for repayment of claims and develops repayment agreements;
Counsels and assists tenants and landlords in the resolution of housing-related issues as appropriate.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of human services facilities and programs available to County residents;
Understanding of the issues involved with the tenant pool served;
Effective oral and written communication skills;
Ability to use a personal computer to enter and retrieve information, and create reports;
Ability to interpret and apply federal, state and local housing assistance regulations;

Ability to establish and maintain effective, cooperative working relationships with tenants and professionals in the residential, business and human services communities;
Ability to accurately make basic mathematical calculations;
Ability to balance a heavy workload;
Ability to meet deadlines;
Ability to maintain records/documentation.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Graduation from an accredited four-year college or university with a bachelor's degree in sociology, psychology or a related field; PLUS
One year of experience in the field of human relations.

CERTIFICATES AND LICENSES REQUIRED:

Contingent upon area of assignment, some positions within this class may require certification as a Public Housing Manager within one year of employment.
Contingent upon area of assignment, some positions within this class may require certification as a Housing Credit Certified Professional- Low Income Housing Tax Credit Certification Specialist.
Contingent upon area of assignment, some positions within this class may require possession of a valid Motor Vehicle Driver's License.

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