

# OPEN RECRUITMENT

## *Job Announcement*



**Position Title:** Housing Counselor  
**Department:** Assisted Housing

### **SUMMARY:**

Under the general direction of the Housing Operations Supervisor or the Special Programs Manager the Housing Counselor is responsible for qualifying clients for housing assistance including special programs.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Interviews participants for re-certifications, explains housing program obligations, verifies information on the re-examination/re-certification forms, and determines continued eligibility of participants.
- Calculates HAP amounts, tenant rents and utility reimbursements.
- Negotiates repayment agreements for approval by program.
- Issues Housing Choice Vouchers to applicants, families requesting to move or who require a smaller or larger unit.
- Responds to landlord inquiries and/or concerns about specific contracts or the program in general.
- Initiates termination of assistance of families for non-compliance or non-performance, or other grounds in conformance with established FWHS/program policy and procedures.
- Maintains participant and landlord files and documents historical record for each participant file.
- Completes annual re-certifications of participants in conformance with FWHS/program policy.
- Prepares and distributes incoming/outgoing mail and files necessary information into client's files.
- Provides/performs data entry for all adjustments or changes to participant data.
- Conducts field interviews.
- Counsels participants and assists in resolution of problems between owners and participants.
- Performs clerical duties such as answering telephone, general typing, filing and mailing correspondence.
- Prepares monthly reports to advise supervisor of caseload status.
- Insures assigned caseload completed in a timely manner and balances caseload actions with rent.
- Researches, analyzes and documents programmatic issues or complaints, and applies proper action to the problem.
- Maintains records and statistics for tracking of program cost, successes.
- Updates and submits files prior to cut-off date to maintain caseload in a current condition
- Performs other related duties as assigned.
- Administer homeless programs through the Continuum of Care Housing.
- Facilitate program briefings.
- Attend collaborative meetings with partnering agencies.
- Outreach to chronic homeless.
- Maintain communication with case managers.
- May travel occasionally to participant's homes.
- Performs other related duties as assigned.





## BEHAVIORAL COMPETENCIES:

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

*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; and persists despite of obstacles or opposition.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of internal and external customers; responds to the needs of internal and external customers; communicates and exhibits a professional demeanor with customers in mind; and recognizes working colleagues as customers; solicits and applies customer feedback (internal and external).

*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; and listens effectively. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; negotiates contract terms; and responds well to questions.

*Written Communication:* Writes clearly and informatively creating work that is generally error free; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret complex written information.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does one's fair share of work; and complies with applicable job-related local, state, and federal regulations and FWHS policies and procedures.

*Teamwork and Collaboration:* Establishes and maintains cooperative working relationships and effective communication with FWHS employees, Board members, and residents; collaborates with peers and staff; meets professional obligations through efficient work habits such as: meeting deadlines and honoring schedules; and is cooperative in accepting assignments.

*Professionalism:* Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for one's own actions.

## QUALIFICATIONS:

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Job Competencies:**

- Knowledge of general office, clerical and office management practices and procedures, business English, and basic arithmetic. Excellent oral and written skills.
- Good knowledge of FWHS policies, procedures and practices pertaining to Assisted Housing programs.
- Excellent research and analytical skills.
- Skill in operating general office machines, including computer equipment.
- Experience in Microsoft Word, Excel and Wintergrate, etc.
- Ability to: understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees, landlord, applicants and participants.
- Ability to: Conduct resident assessments to ascertain information and make the appropriate referrals. Track and monitor resident participation. Provide case management to a minimum of twenty (20) clients. Communicate effectively, oral and written. Prepare required reports. Maintain effective working relationships with clients and providers.
- Basic principles of time, assessment and case management. Principles and practices of service programs including housing and welfare to work. Interviewing methods and techniques. Employment laws.





**EDUCATION AND/OR EXPERIENCE:**

Prefer Bachelor's degree in Social Science, Public Administration or related field, plus two (2) years' experience in position with a public agency, social service agency, or equivalent public contact office.

Working knowledge of grant funding, low income housing tax credits, project and tenant based vouchers, homeless programs and resources, and asset management a plus.

Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment and be eligible for coverage under FWHS's fleet auto insurance.

**TECHNICAL SKILLS:**

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel and Outlook, and capable of using internet resources for research and developing reports. Ability to learn other computer software programs as required by assigned tasks. Microsoft Office skills test to be administered.

Maintain confidentiality. Organize work effectively and maintain accurate and systematic systems, including computerized systems. Comprehend and interpret complex rules, regulations and laws. Establish and maintain effective working relationships with others. Communicate complex ideas clearly and effectively both orally and in writing and speak effectively before groups. Operate standard office equipment.

**PHYSICAL DEMANDS:**

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

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, boxes of paper, supplies, and documents is required. The employee must regularly lift and/or move up to 25 pounds. The noise level in the work environment is usually quiet.

