

OPEN RECRUITMENT

Job Announcement



Position Title: Housing Counselor
Department: Housing Operations & Client Services
Grant: Emergency Relief Assistance Program

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.



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.

EXPLANATION OF HIRING PROCESS:

Thank you for your interest in job opportunities with the Fort Worth Housing Solutions. All [applications](#) for open posted positions must be submitted via email to asmith@fwhs.org. We encourage you to visit our website often to view and apply for vacant positions with the agency.