

**CASE MANAGER**

**REPORTS TO:** Chief Operations Officer

**JOB SUMMARY:** Performs all case management duties associated with rental assistance for such programs as Section 8 Housing Choice Vouchers, Family Self Sufficiency, Moderate Rehabilitation, HOME, Rural Development, Low Income Housing Tax Credit and other programs or projects owned or managed by the Housing Authority. Accurately maintains a caseload of program participants under HUD Section 8 regulations, other program requirements, and Housing Authority policies.

**SUPERVISION EXERCISED:** Supervision of employees is not a responsibility of positions in this class, however, some direction of clerical staff may be required from time to time. An incumbent will assist in the job orientation of new personnel.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:** The following represent the major essential and secondary duties of the position, however they are not intended to be all-inclusive. The Authority reserves the right to change, reassign, or combine job duties at any time.

**ESSENTIAL JOB FUNCTIONS:**

1. Interviews and processes eligible households for rental assistance and affordable housing programs. Processes the applications and information received from these families and determines their eligibility for the program.
2. Verifies income, assets, medical or unusual expenses and assisted dwelling information. Enters data in computer generating rent, utility allowance and escrow calculations.
3. Counsels applicants with their various housing options. Assists participants establish goals. Refers participants to other agencies.
4. Arranges for and conducts group/individual briefings that explain the rules and regulations to applicants, participants and owners rtding the various Housing Authority programs. Assists applicants and participants needing help in finding a satisfactory unit and with other housing related problems. Provides information about other community resources.
5. Prepares necessary forms and secures signatures to finalize agreements between tenants, owners, and the Housing Authority.
6. Reviews incoming requests for lease approval or lease transfers for rent burden and forwards to inspection work group. Advises landlords of any problems. Prepares or has prepared the necessary paperwork putting eligible applicants on the programs.
7. Maintains participant contact by phone, mail and in person. Assures that participants are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents.

## POSITION DESCRIPTION

## LINN-BENTON HOUSING AUTHORITY

8. Performs annual reexaminations as well as computing any interim rent changes. Assists participants complete and sign all papers related to beginning housing assistance, interims, and annual recertifications, explaining in terms they understand to insure compliance with program rules. Processes requests for Portability (both in and out). Completes all work according to established Housing Authority procedures.
9. Establishes, maintains, and updates various logs and books related to the orderly maintenance of records. Ensures all computer records of all tenants on caseload are accurate and current. Promptly and accurately maintains all file documentation.
10. Resolves program abuse allegations. Reviews public records. Investigates as directed. Issues program warning or notice of termination as warranted. Prepares hearing information and represents Housing Authority at informal hearing.
11. Informs owners of program requirements including Housing Quality Standards (HQS). Processes rent abatement as requested by inspection. Terminates HAP contract as warranted.
12. Serves as Team Officer of the Week (TOW) providing coverage for absent or occupied Occupancy Specialists.
13. Prepares monthly reports and attends meetings as necessary and required.
14. Performs other related essential duties and tasks as assigned

### SECONDARY JOB FUNCTIONS:

- A. Performs HQS Inspections.
- B. Provides back-up coverage for reception/front desk as needed.
- C. Participates in Authority's outreach program including contributions to the landlord/participant newsletter, landlord information meetings, and other public relations.

**KNOWLEDGE, SKILLS AND ABILITIES:** The individual must possess the following knowledge, skills and ability or be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Knowledge of rental assistance and affordable housing programs.
2. The ability to read and understand technical documentation such as federal housing regulations and associated policies and procedures.
3. The ability to perform and understand basic mathematical calculations such as fractions and percentages.

4. Proven written and verbal communication and interpersonal skills.
5. Reasonable knowledge of the community, social and economic resources available to low income and elderly individuals, with particular emphasis on resources as they apply to housing.
6. Proven skill using computers with emphasis on Microsoft Office programs.
7. Ability to learn and follow regulations, policies and procedures of the Housing Authority. Ability to maintain confidentiality of tenants and landlords. Ability to work harmoniously with other employees. Ability to work with diverse ethnic and low-income families in a professional manner. Knowledge of a second language helpful but not necessary.
8. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal tactfully with a variety of people under constantly changing circumstances using tact and diplomacy, ability to prioritize tasks and work under minimal direction, ability to understand and follow complex verbal and/or written instructions, and familiarity with filing systems and standard business machines (such as copiers, calculators, typewriter, computer equipment, telephone systems, etc.).
9. Must be capable of performing light lifting of up to 20 pounds while in the office, predominately paper products, small office equipment, files, etc. Many files are retrieved and stored in a separate building which may need to be carried a distance of up to 50 feet from desk to storage facility.
10. Possession of a valid Oregon driver license.

**EXPERIENCE AND EDUCATION:**

1. Two years of study at a college or university with major course work in social sciences or housing, college degree preferred.
2. Three years experience with low-income, senior, or housing related programs.
3. Any satisfactory combination of education, training or experience that provides the required knowledge, skills and abilities.

A passing score on a certification examination may be a condition of continued employment in this position.