



EMPLOYMENT OPPORTUNITY

Job Title:	Family Self Sufficiency Housing Specialist
Location Address:	8910 N. 78 th Avenue Phoenix, AZ. 85345
Salary:	Up to \$54,700.00/year DOE
Conditions of Employment:	This is a full-time, exempt, and Unclassified position
Closing Date:	Open Until Filled

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Family Self Sufficiency Housing Specialist. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission

The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision

We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong and healthy family.

Representative summary of important and essential job functions

Summary: Under the supervision of the Rental Assistance Programs Manager, provides case management services to assist HAMC clients in becoming independent of public assistance programs through the HUD Family Self-Sufficiency (FSS) Program and assures compliance of all activities with HUD requirements and regulations, HAMC goals and objectives, and all state and federal laws. **Duties:** Include coordination of Participants and retain Participants housing; conflict resolution as needed; and preparation of reports.

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Carries a caseload of FSS program clients; maintains FSS client files and records; schedules and conducts regular meetings with program participants and assists them in maintaining and managing FSS contract obligations based on the unique needs of the participant.
- Interviews FSS program participants and helps families in the development of individualized case management plans that move participant to self-sufficiency; calculates tenant rent and Housing Assistance Payments in accordance with HUD and HAMC policy; prepares Housing Assistance Payment contracts and program occupancy documents; may negotiate contract rents and lease terms.
- Answers complex questions from customers and the public that requires a broad knowledge base of rental assistance program policies and procedures and high level of problem-solving skills. Ensures participants and landlords are being assisted professionally, courteously, tactfully, and in a timely fashion.
- Conducts initial, interim and annual (re)certifications, and verifies applicant/participant income, assets and expenses according to program guidelines and applicable regulations.

- Researches case files for overpayments, adjustments, errors and eligibility issues; verifies eligibility information as needed to resolve issues to HAMC standards.
- Processes requests for inspection, assures inspections are completed in a timely manner and that landlord information is current and accurate.
- Conducts rent reasonable tests for client properties following HUD and HAMC fair market rent policy and guidelines; collects relevant property comparison data as needed.
- Promotes partnerships for service delivery to FSS clients and refers clients to community providers, which can include credit counseling, individual development account program services, and other self-sufficiency related services based on FSS program standards.
- Engages in outreach and orientation activities that provide FSS program information to third-party providers; engage providers and support provider participation in FSS program services.
- Provides information on community resources, establishes information and referral mechanisms, and provide program enrollment assistance to interested residents including utility discount and food/nutrition programs.
- Assists residents with job search activities through a variety of strategies including job fairs, employer recruitment events, or job development skills in conjunction with the Maricopa County Workforce Development Division.
- Provides long term case management services for HCV program residents participating in the FSS program.
- Facilitates monthly process of data collection and reporting to meet HUD FSS Program requirements and regulations and HAMC FSS program standards; ensures FSS program activities are in compliance with all laws, policies, regulations and goals.
- Tracks client participation and other statistics as required for internal and external reporting.
- Develops annual grant proposals for the FSS Program.
- Annually reviews changes to national FSS HUD guidance and ensures compliance of HAMC FSS Program Plan.
- Keeps informed of community, social and economic resources available to low-income families.
- Facilitates problem resolution with participants and landlords. Explains the nature of HAMC programs, procedures and services to clients.
- Explains nature of HAMC programs, procedures and services to clients; maintains absolute confidentiality of work-related issues, client records and HAMC information.
- Supports the relationship between HAMC and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and HAMC staff.
- Promotes the Executive Director's priorities for the operations of HAMC.
- Performs other related duties as assigned.

Work Environment:

- Work is performed in an office environment.

Equipment and Tools Utilized:

- Standard equipment includes personal computer and standard office equipment.

Required Knowledge and Skills:

- Knowledge of HAMC policies and procedures.
- Knowledge of HUD FSS Program and other housing program regulations and eligibility requirements.
- Knowledge of Code of Federal Regulations (CFR) pertaining to public housing programs, and HUD standards and procedures.
- Knowledge of federal, state, and local fair housing laws and the Arizona Residential Landlord Tenant Act.
- Knowledge of community service agencies and other local assistance programs.
- Knowledge of personal computer hardware and software, including Microsoft Office.
- Skill in evaluating credit counseling and case management issues, and taking actions based on client needs and obligations.
- Skill in assessing, reviewing, updating and maintaining files, reports and documentation.
- Skill in analyzing and interpreting HUD documents and client case files.

- Skill in performing math calculations accurately and quickly.
- Skill in data entry with high levels of accuracy and productivity.
- Skill in effectively communicating verbal and written instructions.
- Skill in establishing cooperative working relationships with community service agencies.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in effectively communicating verbal and written instructions.

Education, Experience, Certifications and Licenses:

- A minimum of 4 years' experience in Social Services, Low Income Housing, Human Services or related field equivalent recent work experience equal to a bachelor's degree in Social Services, Community Education, Community Health Services; or equivalent combination of education and experience to perform all duties assigned with minimal instruction.
- Valid Arizona Driver's License required.
- Bilingual in English/Spanish is a highly preferred skill for the position.
- Certifications in Housing Choice Voucher, Occupancy, Eligibility, and Rent Calculations required within one year of hire.

The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a drug screen and background check for new employees.

Work Environment

- **Environmental Factors:** Work is performed primarily in an office environment with some property inspection work performed outdoors.
- **Equipment and Tools:** *Standard equipment includes personal computer and office equipment.*

Filing Process

As part of the job application process your completed [online](#) application must be completed to be considered for the position at www.maricopahousing.org. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act.