



## **EMPLOYMENT OPPORTUNITY**

<b>Job Title:</b>	Housing Specialist – Program Navigator
<b>Location Address:</b>	8910 N. 78 <sup>th</sup> Avenue Peoria, AZ. 85345
<b>Salary:</b>	\$16.00 - \$18.00 per hour, DOE
<b>Conditions of Employment:</b>	This is a full-time, non-exempt, and unclassified position
<b>Closing Date:</b>	<b>Open Until Filled</b>

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Housing Specialist Program Navigator. 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 general supervision of the Rental Assistance Programs Manager, performs a variety of responsible administrative and/or operational assignments for Rental Assistance Program applicants, participants, and landlords. Incumbents are expected to exercise independent judgment within guidelines and departmental policies and procedures. This position is responsible for providing service to the public and other individuals with business with HAMC consistent with policies on confidentiality.

**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.*

- Serve as the main housing liaison and advocate between Continuum of Care (CoC), Coordinated Entry (CE) partners, landlords, housing specialists, applicants, and participants.
- Support and outreach a caseload of EHV clients experiencing homelessness and eligible for a housing referral as indicated by the current community priorities.
- Engage client to determine needs and connect client to service fee and or services that are appropriate based on the indicated needs, and client assessments.
- Complete monthly service fee requisitions for Emergency Housing Voucher (EHV) participants
- Assist Housing Specialist with the lease-up of families experiencing homelessness including locating housing options (apartment and/or house) which meet the Housing Quality Standards, Fair Market Rents & Occupancy Standards in accordance with HUD.
- Ensures participants are being assisted professionally, courteously, tactfully, and in a timely fashion.
- Conducts program orientations for new program referrals, port-ins, landlords/owners.

- Facilitates problem resolution with participants, landlords. Explains nature of HAMC programs, procedures, and services to landlords.
- Supports the relationship between HAMC and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, landlords and HAMC staff.
- Promotes the Executive Director's priorities for the operations of HAMC, and performs other duties as assigned

**Required Knowledge and Skills:**

- Knowledge of HUD housing program regulations and eligibility requirements
- Knowledge of the principles and practices of legal, ethical, and professional rules of conduct.
- Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written communications prepared and reviewed are complete, concise, and error-free.
- Knowledge of principles of record keeping, case files and records management.
- Skill in working independently and as part of a team; reliable and strong interpersonal skills.
- Skill in interpreting and communicating (either verbal and written) rules, regulations, policies, and procedures.
- Skill in customer services principles and practices.
- Skill in outside sales and marketing.
- Skill in planning, organizing, executing, and managing administrative tasks.
- Skill in assessing, reviewing, updating, and maintaining files, reports, and documentation.
- Skill in performing math calculations and data entry accurately and quickly.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in Microsoft Office applications including Word, Outlook, SharePoint as well as Internet Explorer.
- Ability to remain professional when dealing with internal and external stakeholders.
- Ability to work under pressure and adjust to a diverse working environment.
- Ability to be flexible in changes in priorities, assignments, and other interruptions which may impact preestablished timelines and courses of action for completing projects and assignments.

**Education, Experience, Certifications and Licenses:**

- High School diploma or GED and minimum three (3) years of professional administrative experience in an office environment. Direct experience in Housing Choice Voucher and/or CDBG, HOME or other low-income housing, affordable housing, rental assistance subsidies, or real estate desired. Other combinations of education and experience may be considered in substitution for the minimum qualifications.
- Certifications in Housing Choice Voucher, Occupancy, Eligibility, Housing Quality Standards (HQS) and Rent Calculations required within one year of hire.
- Social Service experience required

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

**Work Environment**

**Environmental Factors:** Work is performed in an office environment.

**Equipment and Tools Utilized:** Standard equipment includes personal computer and standard 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](http://www.maricopahousing.org). If you need assistance completing your application, please contact Human Resources, [careers@maricopahousing.org](mailto: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. Please contact the Human Resources at 602-744-4500 if you require assistance.