

PROGRAM REPRESENTATIVE

Job Description

Title: Program Representative
Reports To: Continued Occupancy Manager
Department: Rental Assistance
Location: NeighborWorks/Housing Solutions - Kingston

POSITION SUMMARY

Provides information and assistance to rental assistance program participants and owners concerning eligibility and program requirements, and the provision of services and benefit administration. Maintains a client caseload and the corresponding documentation in compliance with program regulations.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Provide professional customer service to participants and landlords by responding promptly to inquiries, phone calls, emails, faxes, and correspondence.
- Determine participant initial and continued eligibility and accurate rent shares through review and analysis of documentation and information obtained by interviews, inquiries and/or third parties that verify family composition, income, assets and other factors effecting eligibility and rent calculations.
- Educate program participants and owners as to their respective responsibilities and obligations under program requirements and fair housing laws. Conduct information and briefing sessions for the same. Assist in dispute resolution aimed at stabilizing tenancies. Assist tenants in the development of ADA accommodations action plans. Perform relocations, rent share calculations and recertification processes in a timely and accurate manner in accordance with DHCD Administration plan, HUD regulations and SETMAP Guidelines.
- Develop reference guides, program explanations, and informational resources for participants and owners.
- Maintain knowledge base by reviewing all available communication including: HUD Clips, MTCS Forum, Federal Register Notices, Public Notices, DHCD memorandums and Nan McKay updates. Assist in compiling rental market comparisons, negotiate rent increase requests; determine rent reasonableness and process as necessary.
- Maintain participant files, program records, and caseload monitoring and tracking forms whether hard copies, electronic files or in databases in accordance with SSH's policies and procedures and as prescribed by DHCD Administration plan and HUD regulations.
- Work cooperatively with FSS, Inspection and other departments ensuring high quality service coordination.
- Monitor compliance by all parties and follow up on allegations of fraud, program abuse, unreported income, collection of overpayments, and or other program violations.
- Process participant terminations for failure to comply with program regulations, prepare paperwork and participate in informal hearing process.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

QUALIFICATIONS

- Knowledge of professional rules of conduct.
- Basic knowledge of record keeping, case files, and records management
- Standard computer skills such as Outlook, Word and Excel
- Ability to interact with people of different social, economic and ethnic backgrounds.
- Effective communications skills both verbal and written.
- Ability to establish cooperative working relationships with employees and the general public.

Experience and Education

- Associates Degree or equivalent combination of education/ experience in housing administration and/or human services

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions 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 reach with hands and arms and talk or hear. The employee frequently is required to stand, walk, climb stairs, use hands to finger, handle, or feel, and move without restriction. The employee is often required to sit. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

To apply, send resume and cover letter to: jnickerson@nhsmass.org