

HOUSING ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: Responsible for determining the eligibility of applicants for tenancy in public housing and/or subsidy of private housing and for recertifying tenants and recipients for continued eligibility in housing programs. Eligibility determinations are based on information obtained through online databases, written applications, face-to-face interviews, and related contacts, and are made in accordance with agency rules and regulations and the established eligibility guidelines of Federal Department of Housing and Urban Development (HUD) [see notation], and the New York State Housing and Community Renewal (HCR). The work is performed under the direct supervision of the Housing Project Manager with latitude allowed for independence of action in carrying out the details of the work. Supervision is occasionally exercised over clerical and maintenance employees. Does related work as required. Employees in this position are on call at all times to respond to emergencies relating to Authority administered housing programs.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Accepts, records, codes, reviews and verifies applications for tenancy under subsidized housing programs sponsored by HUD and HCR;
- Gathers information relating to the application process by interview and/or telephone;
- Reviews applications against eligibility criteria for respective housing programs;
- Recommends approval or disapproval of application, calculates subsidy payment and/or determines amount of rent to be paid by eligible applicants;
- Recertifies tenants or recipients for continued eligibility for public housing or subsidy of private housing based on income, credit and related financial criteria, and criminal background history on a periodic basis according to HUD and HCR criteria;
- Establishes and maintains files pertaining to tenant selection programs offered by the Rome Housing Authority;
- Provides information regarding program purposes, eligibility criteria, housing availability, and related matters to applicants and participants in public housing programs and/or subsidized housing programs;
- May prepare and/or type letters, memoranda and reports regarding housing programs of the Rome Housing Authority;
- Collects and records rents and/or repayment agreement payments for delinquent accounts, has notice served by constable and/or obtain judgment from the court for evictions;
- Counsels and informs applicants and tenants concerning questions or problems relating to housing;
- Assists the Housing Project Manager by performing a variety of related duties;
- Performs periodic inspections of apartment units;
- Acts as liaison between tenants and landlord/owner.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of the applicable federal, state, and local rules and regulations and Guidelines governing eligibility for public housing and/or subsidy of private housing;
- Knowledge of the practices and techniques of interviewing and information-gathering;
- Knowledge of standard accounting procedures, business English and composition;
- Ability to understand and assist in preparation of budget for programs offered by the Rome Housing Authority;

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Ability to communicate effectively both orally and in writing;
- Ability to analyze facts and information and apply them against established eligibility criteria;
- Working knowledge of housing inspections, rehabilitations, compliance and codes;
- Ability to deal effectively with a broad range of people;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A New York State Drivers' License is required at time of appointment and throughout term of employment. **and:**

- A. Graduation from a New York State registered or regionally accredited two (2) year college or university with an Associate Degree in Human Services or a related social science, and two (2) years of experience working in a public or private human service or community agency in a position that involved interviewing, eligibility determination, or substantial direct public contact; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience working in a public or private human service or community agency in a position that involved interviewing, eligibility determination, or substantial direct public contact; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (a) and (b).

NOTE: Verifiable part-time and/or volunteer experience may be credited toward the experiential requirement on a pro-rate basis.