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Open Recruitment for Housing Programs Specialist I/II

The Housing Authority of the County of San Mateo (HACSM) is pleased to announce its recruitment for an independent, self-motivated individual to perform a variety of tasks required to maintain eligible households in the Permanent Supportive Housing (PSH) programs while observing regulatory and quality assurance requirements and offering an elevated level of customer service. The Housing Programs Specialist position is a full time, permanent position.

HACSM is federally-funded through the Department of Housing and Urban Development (HUD) and provides housing assistance to low-income families throughout San Mateo County with an annual budget of over \$100 million. In June 2021, HACSM received an award of 222 Emergency Housing Vouchers (EHV) from HUD through the American Rescue Plan; the administration and utilization of these vouchers will need to be done quickly and will require staff adept at learning complex rules and regulations quickly.

HACSM is a component unit of the County of San Mateo but a separate entity that utilizes different case management and financial reporting systems from the County. HACSM has separate payroll and benefits from the County of San Mateo; HACSM employees are not County employees.

Position: Housing Programs Specialist I/II

Posting Date: June 17, 2021

Deadline Date: Open until position is filled; the position could be filled at any time.

Salary Range: HPS I - \$57,772 to \$72,228 Annually
HPS II - \$64,833 to \$81,042 Annually

Distinguishing Characteristics:

Housing Programs Specialist I is the entry level of this classification. Initially, under close supervision, incumbents are trained to perform eligibility, occupancy, and housing inspection functions according to regulations and established procedures and utilizing dedicated housing case management systems. As experience is gained, there is greater independence of action. This class is flexibly staffed with Housing Programs Specialist II. Incumbents may advance to the higher level after gaining experience, demonstrating proficiency, and passing any required certifications. **All new hires will be placed in the Housing Programs Specialist I classification level.**

Housing Programs Specialist II is the journey level of this classification, fully competent to independently perform a variety of housing inspection, rent negotiation, eligibility determination and other duties related to the class. All positions are characterized by the presence of regulations and guidelines from which to make decisions, although the frequent use of tact, discretion, initiative and independent judgment are required. This class is distinguished from the Housing

Programs Specialist III by its responsibility to administer specialized programs or to perform team lead responsibilities.

Example of Duties:

Duties may include, but are not limited to, the following:

- Interview housing applicants and participants to obtain initial and ongoing program eligibility information to determine eligibility and subsidy amount.
- Ensure compliance with applicable HUD regulations and with HACSM and the San Mateo County Continuum of Care policies and procedures for Permanent Supportive Housing programs and the Emergency Housing Vouchers or other similar housing programs that target special needs populations
- Review and verify submitted information to determine initial and ongoing eligibility for various housing programs.
- Review, approve, and track various program referrals.
- Conduct initial and ongoing program briefings for clients.
- Track progress for clients who are in housing search.
- Utilize various application systems to meet program requirements.
- Inspect units according to Housing Quality Standards (HQS) - requires travel to various sites throughout San Mateo County.
- Prepare, complete, and distribute various housing forms and documents as required to complete the eligibility processes.
- Conduct rent reasonableness surveys and negotiate rents with owners to determine and certify rent comparability.
- Provide good customer service by responding to questions and complaints and mediating disagreements between applicants, participants, landlords, owners and others.
- Investigate possible fraud situations.
- Make referrals to community resources and other human services programs and attend community meetings, as needed.
- Maintain and monitor various tracking systems and lists.
- Establish and maintain electronic files and records.
- Update, input, edit and retrieve housing program information and generate standard forms and reports.
- Perform general office work and operate standard office equipment.
- Perform other related duties as assigned.

Qualifications:

NOTE: The level and scope of the knowledge, skills, and abilities listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Laws, rules, regulations, procedures, documents and terminology related to affordable housing programs.
- Fair housing principles and regulations.
- Principles and techniques of effective customer service including working with clients and co-workers from culturally and socio-economically diverse backgrounds.
- Principles and practices of effective interviewing, negotiating and case management.
- Principles and practices related to eligibility determination, field inspections, referral, and real estate lease/rental.
- Principles and practices of the agency Quality Assurance program.

- Available governmental and community human services resources.
- Correct English usage, including grammar, spelling and punctuation.
- Business arithmetic, including percentages and decimals.
- Business software applications such as Word and Excel and business data processing principles and practices.

Skill/Ability to:

- Interview effectively to obtain pertinent personal and financial information.
- Make appropriate eligibility determinations in accordance with housing program standards.
- Inspect housing units for compliance with housing quality standards.
- Negotiate rents with owners.
- Organize, prioritize and coordinate work activities on an ongoing basis to meet deadlines.
- Read, explain and apply rules, policies and procedures.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use initiative and sound independent judgment within established guidelines.
- Interact with a variety of governmental and community organizations and with people of diverse social, economic and ethnic backgrounds.
- Analyze problems, evaluate alternatives and reach sound conclusions.
- Prepare, maintain and interpret reports and records.
- Prepare clear, effective reports, correspondence, program information and other written materials.
- Make arithmetic calculations with speed and accuracy.
- Walk, climb stairs, stoop and bend on a regular basis.

Experience and Education:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying, unless otherwise specified. **All new hires will be placed in the Housing Programs Specialist I classification level.**

Selection Process:

This is an open and continuous recruitment until the position is filled. The review and selection process will consist of screening employment applications and responses to supplemental questions. The Housing Authority will contact qualified candidates for departmental interviews. **The position could be filled at any time.**

How to apply:

Visit our website at: www.smchousing.org (Go to the About Us tab along top of screen then select Job Opportunities). To be considered for an interview, a completed HACSM application and responses to the supplemental questions must be submitted via e-mail to dmcintyre@smchousing.org. Resumes are not an acceptable substitute.

HACSM is an Equal Opportunity Employer. We support building a diverse workforce and encourage applications from all candidates.

Housing Programs Specialist I/II

Supplemental Questions

Please provide your responses to the following questions. Be concise and specific. Neatness, clarity of expression and ability to follow instructions will be considered in the evaluation process. A resume will not be accepted as a substitute for your responses.

1. What subsidized housing programs are you familiar with, if any? Explain how you gained the experience and in what role. Include your title, length of time in the position and names of the specific programs.

2. Please describe the education and experience you have that would enable you to perform:
 - The eligibility determination duties of this position
 - The interviewing skills required for this position
 - The case management/record keeping skills for this position
 - The inspection duties of this position
 - The negotiation/mediation duties of this position

3. What strengths do you possess that you feel will be beneficial if you were selected for this position?