

BAND	GRADE	SUBGRADE	WORKING CONDITIONS
B	2	4	1

INTERNSHIP PAY SCALE
80% OF SALARY RANGE MIN. FOR ASSIGNED BAND/GRADE/SUBGRADE

<b>JOB TITLE</b>	<b>TITLE OF IMMEDIATE SUPERVISOR</b>	<b>DEPARTMENT</b>
Housing Assistance- Intern	Director of Housing Assistance	Housing Assistance

**JOB SUMMARY**

To represent the Dakota County CDA as the primary contact for housing assistance programs administered by Dakota County CDA. To disseminate program information and apply appropriate regulations and procedures to determine accurate rent assistance to eligible individuals and families.

TASK NO.	ILLUSTRATIVE TASKS	FREQUENCY	BAND/ GRADE
1.	<p>Conduct client and applicant interviews to determine program eligibility.</p> <ul style="list-style-type: none"> <li>▪ Conduct new applicant and re-examination interviews.</li> <li>▪ Explain participant obligations and CDA procedures as needed to facilitate client understanding and compliance.</li> <li>▪ Assist applicants and clients with completion of application and verification forms as necessary.</li> <li>▪ Evaluate program eligibility in relation to family size and composition, income, age, and other criteria and inform applicant of eligibility/ineligibility.</li> </ul>	20%	
2.	<p>Process annual recertifications and interim rent changes according to program regulations and CDA procedures.</p> <ul style="list-style-type: none"> <li>▪ Obtain income, asset, and expense verifications.</li> <li>▪ Calculate total adjusted family income and appropriate subsidy amount.</li> <li>▪ Assess proposed units for compliance with affordability restrictions.</li> <li>▪ Prepare Housing Assistance Payment (HAP) contracts.</li> <li>▪ Enter family data and use program software to generate payment requests, verifications, and correspondence.</li> <li>▪ Communicate as needed to ensure compliance with program requirements and to assist clients in making decisions about their housing; providing written information when appropriate and responding to phone calls promptly.</li> </ul>	40%	
3.	<p>Coordinate leasing documents with owners of rental units.</p> <ul style="list-style-type: none"> <li>▪ Explain and clarify contract terms to owners and participants. Check documents for completeness and compliance.</li> <li>▪ Submit requests for assessment of rent reasonableness to the Housing Information Specialist, and ensure follow-up.</li> <li>▪ Ensure unit inspections are requested and conducted on schedule and prior to the release of any payment or execution of the HAP contract.</li> </ul>	20%	
4.	<p>Maintain program control systems.</p> <ul style="list-style-type: none"> <li>▪ Update caseload pages daily to document the current status of each file in process.</li> <li>▪ Participate in peer audits as assigned and complete audit checklists as directed.</li> <li>▪ Maintain all electronic tracking tools and records as directed.</li> </ul>	10%	
5.	<p>Perform other duties, tasks, and special projects as assigned by the Director of Housing Assistance.</p> <ul style="list-style-type: none"> <li>▪ Attend meetings to remain current with program and department and agency policies and procedures.</li> <li>▪ Assist with data clean-up, annual file purging in accordance with the record retention policies, the annual market survey, and annual waiting list updates as assigned.</li> <li>▪ Participate in owner outreach efforts as assigned.</li> </ul>	10%	

**QUALIFICATIONS** - Specific training or job experience required before appointment.

Minimum Required: A minimum of 2 years higher education completed as part of a 4-year degree program in a related field (e.g., housing or social work).

Ability to apply mathematics and problem-solving techniques;

Ability to make decisions which have financial and/or legal consequences and which involve technical complexity.

Ability to handle difficult situations in a professional manner, when dealing with the public.

Ability to work with a varied client base including special populations/clients with special needs and communication barriers.

Interpersonal communication skills which include oral, written, interviewing, negotiating, and mediating.

Ability to accept responsibility, work independently, and manage time effectively.

Ability to meet deadlines and prioritize workload.

Ability to process and maintain large volumes of detailed paperwork.

Ability to work under pressure and with interruptions.

Ability to be flexible.

Ability to respect privacy and confidentiality of clients.

Ability to manage and resolve conflict; ability to negotiate.

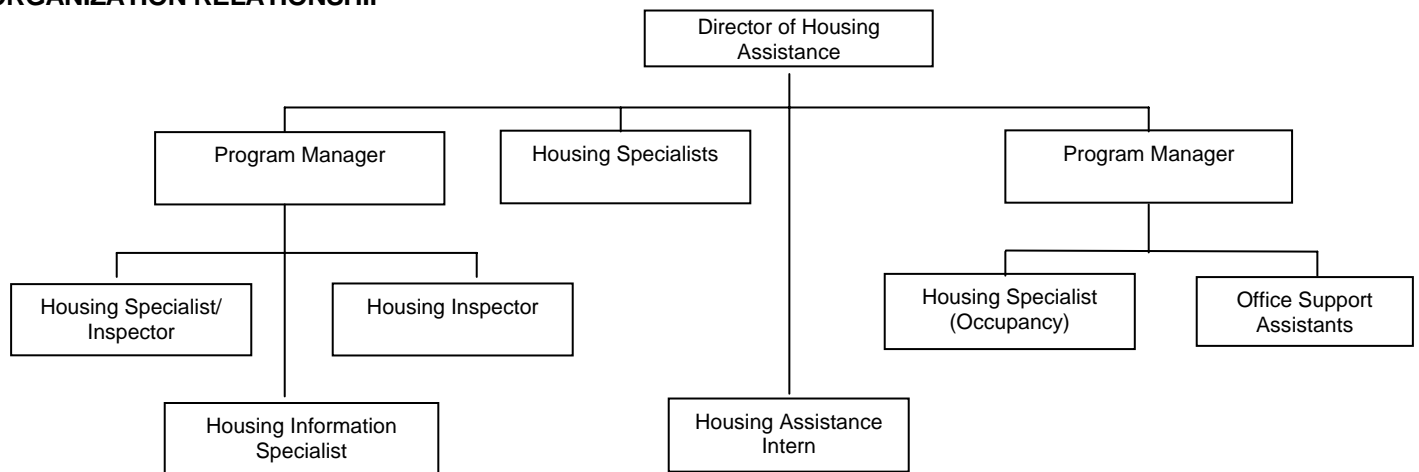
Ability to make decisions.

Ability to interpret and apply regulations.

Ability to disseminate, discuss, and discern information.

Ability to operate microcomputer programs.

**ORGANIZATION RELATIONSHIP**



**WORKING CONDITIONS**

Assigned tasks are generally carried out while seated at a desk in an office environment.