JOB TITLE: Housing Assistant
STATUS: Non-Exempt
DEPARTMENT: Housing Services
SUPERVISOR: Housing Program Manager

Job Summary:
Housing Assistants implements day-to-day service delivery to Housing program participants; maintaining assigned caseload. Responsibilities include: timely completion of re-certification, collecting documentation, identification of household composition and income, collecting third party verification and supporting documentation to ensure program compliance, data base input and maintenance, issuing voucher documents; conducting re-certifications; and maintaining and completing required reports and records.

Job Responsibilities:

Program Implementation: (95%)
- Implements day-to-day services provided to Housing program participants; maintaining assigned caseload.
- Responsible for timely completion of re-certification activities including; collecting documentation of household composition and income, collecting third party verification and supporting documentation, data base maintenance, correspondence to appropriate parties and necessary filing.
- Assist participants via telephone, by scheduled appointments and walk-ins; maintain required and defined response time as defined by program procedures.
- Prepares and submits all required program certification and compliance reports as well as requested information or reports in a in a timely manner.
- Assist participants by providing resource referrals to agency and community programs that can provide assistance beyond existing program participation.
- Ensures property owners, and/or their managers, receive appropriate program participation information; and facilitates collaborative relationship.
- As assigned, assist families in crisis or with special needs in identifying and securing housing; includes intensive and ongoing case management.
- Based on caseload assignment, completes home visits to support and encourages responsible tenancy; includes conducting health and safety inspections.
- Maintain ongoing understanding of program implementation guidelines and compliance regulations for all housing programs.
- Assists with individual or group program enrollment and orientations.
- Conduct Housing inspections, as requested, meeting program compliance guidelines.
- Prepare and participate in collection and presentation of requested documents for on-site and internal audits.

Other: (5%)
- Input and utilization of agency wide intake tracking system
- Attend staff, department and agency meetings
- Participate in trainings and conferences, as requested
- Other duties and responsibilities as assigned; may include nights and week-ends
**Required Knowledge, Skills, and Abilities:**
- Promote Agency Mission and adhere to policies, procedures and guidelines as defined by TCAction and program funders.
- Ability to work with diverse groups and individuals
- Strong oral and written communications skills.
- Maintains general office procedures; phone coverage, mailings and filing.
- Ability to implement federal, state, and local regulations.
- Knowledge of Microsoft Office Suite programs and basic computer functions.
- Bi-Annual satisfactory physical including TB test (Mantoux or Chest X-ray)
- Frequent sitting, working at computer keyboard and desk, regular standing to file, perform other office functions, occasional bending, stooping and lifting up to 25 lbs; accommodations may apply to this position

**Minimum Qualifications:**
- HS Diploma or GED AND three (3) years’ work experience in human service program with direct consumer interaction including program enrollment and selection criteria responsibilities.
- Work experience meeting reporting requirements and deadlines.
- Meet TCAction criteria for satisfactory driver’s license in order to access agency owned vehicles and access to personal transportation for work related activities.

Print Name: ___________________________ Signature: ___________________________ Date: ___________

*Position is covered under TCReaction, Local No. 11; Painter’s District Council # 4 bargaining unit.*