

# NEW CASTLE COUNTY GOVERNMENT

Number 1440

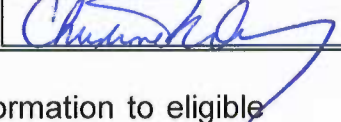
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## CLASS SPECIFICATION

Date 08/04/15

Title: HOUSING PROGRAM ASSISTANT

Approved:



GENERAL STATEMENT OF DUTIES: Provides assistance and information to eligible participants and landlords who participate in County housing programs; serves as liaison for housing program applicants and participants; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs interviewing and client contact services to document information in order to determine eligibility for housing assistance programs. The work involves reviewing, interpreting, and following federal regulations and guidelines, while making mathematical calculations regarding family size, amount of rent, and utility allowance. This employee also coordinates and prepares housing program contracts, lease addendums, and other related materials with landlords. This employee may also be required to maintain statistical data and prepare reports necessary to the housing programs. Supervision may be exercised over support staff. This employee works under general supervision.

### EXAMPLES OF WORK: (Illustrative only)

- Reviews, interprets, and follows Federal regulations regarding housing assistance programs;
- Interviews program applicants/participants and determines eligibility;
- Provides information and explains forms, contracts, regulations, policies, and procedures to program applicants/participants, landlords, and other agencies;
- Assesses applicant/participant and landlord information and determines eligibility status for housing programs;
- Conducts in-home interviews for elderly and/or clients with disabilities;
- Calculates income, deductions, amount of rental payment, amount of utility allowance, and related figures;
- Assists in writing newsletters to landlords and tenants;
- Prepares automated and manual payment requests to meet contractual obligations;
- Prepares documents including, but not limited to, leases and contracts for certified and recertified housing applicants/participants and landlords;
- Processes status changes as needed during contract year to ensure program requirements are met;
- Refers clients to other agencies as needed;
- Maintains records and prepares related reports;
- May supervise support staff;

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Date 08/04/15

## CLASS SPECIFICATION

Title: HOUSING PROGRAM ASSISTANT

Approved:



- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of business mathematics and English; some knowledge of community resource and social service agencies and their functions; ability to interpret and follow applicable laws, regulations, and policies; ability to communicate courteously and effectively, both verbally and in writing; ability to conduct interviews of a sensitive nature; ability to establish and maintain effective working relationships with housing assistance applicants and program participants, social service agencies, and the public; ability to handle emergency situations; ability to make mathematical calculations rapidly and accurately; ability to maintain accurate records and to compile and record data.

**MINIMUM QUALIFICATIONS:** At least one (1) year experience in the social service field which includes working with program clients and possession of a Bachelor's Degree from an accredited college or university with major course work in the social or behavioral sciences or related field; or an equivalent combination of education, experience or training directly related to the required knowledge, skills, and abilities.

**ADDITIONAL REQUIREMENTS:** Possession of a valid Delaware Class D driver's license or its equivalent. Must pass a Class III County physical examination and background check.

**HISTORY OF REVISIONS:**

Established;	08/27/90
Revised:	01/24/95
Revised:	11/01/98
Revised:	05/01/03
Revised:	08/04/15