

**CITY OF SALEM  
HOUSING AUTHORITY  
HOUSING ASSISTANCE REPRESENTATIVE**

**00156**

**NATURE OF WORK**

This is a professional human relations work enabling low income households to acquire and retain safe, sanitary housing in compliance with federal, state, and Housing Authority regulations.

The work involves considerable independent responsibility in performing counseling and social service assistance for tenants in the administration of housing programs. Acts as liaison between the Housing Authority, landlords, and tenants; inspecting housing units for safety and sanitary conditions and initiates action to make necessary repairs; explains obligations under lease agreements, landlord/tenant laws, etc.; determines when tenants must be evicted or dropped from assistance programs; maintains case documentation according to regulations. Extensive coordination with other Authority staff members, social service agencies, other City Departments is required in providing housing services. Supervision is received in the form of general goals, specific assignments and special projects from an administrative supervisor. This work requires work direction of resident managers, and assists in training other staff to Housing Authority programs.

The work of this classification is distinguished from the Occupancy Coordinator by the higher responsibility to manage caseloads wherein qualified housing assistance participants acquire and retain housing within the regulations of the program. This classification is distinguished from the Housing Services Supervisor by the absence of overall responsibility for major housing programs within the Housing Authority, including supervision of large staffs and the formulation and monitoring of large program budgets.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

**Tenant-Based Assistance Programs**

Acts as a neutral party between a participant and landlord for compliance with program regulations.

Manages a large caseload of households participating in the Tenant-Based Assistance programs. Conducts orientation sessions with participants to provide information about how the program works, how affordable housing may be found, how to meet the obligations to maintain program eligibility, how financial assistance is provided.

Conducts initial annual inspections and special inspections to assess sanitary, safe condition. Assesses damages and landlord claims which may have resulted from tenant occupancy. Determines allowable charges to be paid to landlord. Conducts recertifications to assess participants' eligibility for housing assistance. Advises landlords of their program obligations. Assists tenants and landlords work through problems such as disputes with other tenants, and lease compliance.

Works with participants and landlords on alternatives to eviction. Works with participants who wish to move to another assisted unit. Determines when a participant is sufficiently non-compliant with program requirements to be terminated from the program. Ensures proper notices are given to participants for transfers, drops rent increases and other program changes. Evaluates landlord recent increase requests against comparable rents in the private market, negotiates with landlords and recommends action.

Develops and implements a variety of programs to enable Section 8 participants gain self sufficiency. Seeks participants who will volunteer for the program(s), assists participants in identifying personal goals towards self sufficiency, works with community resources for child care, education, medical attention, personal budgeting, job placement, etc. which enable participants to gain independent lifestyles. Assists program participants overcome obstacles and overcome setbacks to their objectives. Visits home and work setting of program participants and works with family to achieve objectives of program. Documents program activity, participates in a variety of social service/community resource meetings.

Maintains case filed according to program and Housing Authority standards, documenting all relevant activity related to each tenant.

### **Project-Based Assistance Programs**

Works with households who are qualified to reside in housing owned or operated and maintained by the Housing Authority.

Counsels tenants on program requirements, housekeeping and yard care standards. Facilitates tenant families in adjusting to new housing unit and neighborhood; provides home management advice. Counsels tenants on housing related problems. Makes appropriate referrals to social service agencies. Explains lease and contract agreements.

Works with tenants, community organizations, and law enforcement agencies to identify needs for crime prevention and drug diversion, youth recreation programs, and other community enhancement programs for each housing complex. Selects manager aides and works with them to identify tenant needs, relationship conflicts among tenants, potential hazards, and enhancements which could prolong the life of the building complex. Works with social service agencies, relatives, health care providers and other support services to maintain independent living and accommodate changing health and family needs. Attends tenant meetings which are often held in the evenings.

Works with tenants, monitoring rent payments and authorizing late rent payments, counseling tenants on housekeeping requirements and program eligibility requirements, works with tenants who are having disputes among themselves to resolve conflicts. Determines when a tenant is in serious violation of lease agreement and executes eviction procedures, petitions court, serves notice of eviction. Defends eviction action in hearing procedures. May be called on weekends or evenings concerning emergency situations.

Physically inspects units and grounds to maintain attractive, safe, sanitary housing units. Initiates and coordinates service requests with Authority maintenance staff. Provides

information to Authority maintenance staff and comprehensive grant personnel about needs for property maintenance and enhancements; coordinates with tenants for access to housing units. Notifies tenants of remodeling schedule and ensures units are available when contractor begins work.

Compiles, maintains, and verifies tenant eligibility records concerning family size, income, and assets, determines rent.

Performs other related work as required.

### **WORK QUALIFICATIONS**

Experience with federally assisted Housing programs, low income housing, rental property management, landlord/tenant relations counseling and mediation skills with low-income families and/or elderly; graduation from a four-year college or university with a major in psychology, sociology, education, or related field; or any equivalent combination of experience or training which provides the following knowledges, skills, and abilities:

Public Housing Management Training and Certification is desirable.

Considerable knowledge of rental lease agreements, rent collection procedures, the Oregon Landlord/Tenant Act, eviction processes, and federally assisted housing program requirements.

Considerable knowledge of the dynamics of low income clients concerning human relations, social problems, counseling and dispute resolution techniques, and the ability to apply that knowledge tenant/landlord relationships.

Considerable knowledge of community resources available to low-income families, elderly individuals, and persons having disabilities.

Knowledge of basic housing construction and repair methods is desirable.

Considerable skill in the use of modern office equipment including personal computers.

Thorough ability to explain complex federal and housing authority requirements to housing participants and gain their cooperation in meeting those requirements.

Thorough ability to mediate disputes and achieve resolutions to complex relationship problems and resolve questions concerning tenant/landlord obligations.

Considerable ability to manage one's time effectively, and work with changing priorities and deadlines dictated by program changes and human needs.

Considerable ability to perform maintenance inspections, identify housekeeping problems, and initiate corrective action.

Ability to comprehend federal regulations and assess the impact on existing housing programs.

May be required to direct live-in manager aides.

Ability to form and maintain effective working relationships with low-income families, elderly individuals, persons with disabilities, social service agencies, and other employees.

Ability to express oneself effectively, both orally and in writing.

Ability to develop and maintain detailed records concerning households served and program delivery.

Possession of a valid Oregon driver's license or Class C license and the ability to meet City driving standards.

Bi-lingual skills are desirable.

Work is performed in an office and field setting. Office work involves interaction with a variety of individuals including low income families, elderly, persons having disabilities, landlords, other Authority staff and agency representatives. Work involves constant interruptions, changing priorities, background office noise requiring sufficient mental concentration to analyze written information and draw conclusions or prepare reports. Field settings require some evening and weekend work, dealing with hostile, confrontive individuals, traveling from location to location and entering housing units of various levels of cleanliness. Visual acuity and physical stamina is necessary to observe and record physical housing conditions which may need repair.

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Personnel Director