



## JOB DESCRIPTION

**JOB TITLE:** Case Management Specialist Lead  
**DEPARTMENT:** Housing Choice Voucher Program (Section 8)  
**REPORTS TO:** HCV Chief

**FLSASTATUS:** Non-Exempt  
**EEO:** 2.5  
**PREPARED DATE:** 1/3/2022

**SUMMARY:** The Case Management Specialist Lead is responsible for monitoring the Case Management Specialist (CMS) and the administration of the Authority Housing Choice Vouchers (HCV), Mainstream Vouchers, Single Room Occupancy (SRO), Project Base Vouchers, and Veterans Affairs Support Housing (VASH), Emergency Housing Vouchers (EHV) and Homeownership programs with the HCV Coordinator. The Department determines applicant and participant eligibility, conducts annual recertifications, interim adjustments, enrollment interviews for applicants and current participants. It also determines landlord eligibility into the program. The Case Management Specialist Lead is responsible for assisting and guiding CMS performing annual recertifications and interim adjustments and conducts interviews for current participants and participants who are transferring out of the program and conducts enrollment and eligibility interviews with applicants and port-in families.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Ensure the CMS schedules and conducts annual recertifications timely
- Conducts applicant interviews, determines program eligibility and conducts detailed briefings with applicants to provide information on the Section 8 Program and the private rental market; maintains waiting list ready pool. (eligibility)
- Determines need for interim rent changes and completing all established and required processing procedures.
- Conducts applicant interviews, determines program eligibility and conducts detailed briefings with applicants to provide information on the Section 8 Program and the private rental market, when necessary.
- Monitor the processing of applicant documentation for enrollment
- Reviews and processes cases involving lease terminations, informal hearings and reinstatements with CMS
- Verifies income, assets, family status, criminal history and other relative information to determine continued eligibility in accordance with Federal regulations and agency policy.
- Computes Total Tenant Payments, and agency Housing Assistance Payments.
- Ensure that CMS conducts transfer and outgoing portability request.
- Verify the Issuance and monitoring of voucher lease expiration and six-month billing dates and sends outgoing portability to receiving PHA.
- Receives, processes and monitors portability billing from other Housing Authorities
- Conducts SRO and VASH program interviews and processes documents for enrollment and works closely with third-party coordinators.
- Works closely with Homeownership Coordinator for HCV Homeownership Program, reviews eligibility interviews, processes documentation, calculates housing assistance payment and monitors Homeownership contract for expiration.
- Addresses landlord and tenant issues for program participants when necessary
- Review and prepares general correspondence and perform related clerical duties.
- Maintains complex files, both computerized and manually.

- Assists in researching, developing, maintaining and revising department forms, procedures and control systems as needed.
- Monitors and informs landlords and participants of annual recertifications, interim recertifications, terminations and other relevant information.
- Communicates with clients and general public through personal contact, telephone or in writing, when necessary
- Review and support the preparation of monthly statistical and narrative reports to illustrate short- and long-term goals, accomplishments and problems.
- Ensure the referral of clients to social service agencies when necessary.
- Acts as liaison for landlord/tenant issues.
- Pursue personal development of skills and knowledge necessary for the effective performance of the role. Attend training to further develop relevant knowledge, techniques and skills.
- Assists with other departmental functions for the HCV Program.
- Maintains a safe work environment and exhibits safe work practices.
- Performs other related duties as required.
- Flexibility to work outside normal work hours, as required.

#### **MEASUREMENT:**

- Timely and accurate annual recertifications at or above 98% by CMS
- Verification of eligibility in accordance with Federal regulations and agency policy at 100%.
- Follow-up on all inquiries within one business day.
- Conducts HCV, Homeownership, Project Base Applicants, SRO and VASH program interviews and processes documents for enrollment at or above 95%

#### **TEAMWORK:**

- Demonstrate and promote a spirit of cooperation and teamwork throughout the organization.
- Continually look for ways to improve our processes and ability to serve our internal customers and residents effectively.
- Improve personal performance on a continual basis.

#### **CUSTOMER SERVICE:**

- Provide responsive, professional and diplomatic customer service.
- Answer customer calls and correspondence quickly and pleasantly.
- Communicate with internal customers and residents in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term relationships.
- Immediately address any internal customers and residents' concerns and request the involvement of other personnel as required. Notify manager of any major concerns and the action taken to resolve.

#### **SAFETY:**

- Use and promote safe work practices in the office and in the field.
- Follow all company safety programs and report any non-compliance to your Manager.
- Notify manager or safety personnel of any unsafe conditions.

#### **SUPERVISORY RESPONSIBILITIES**

- Supervise and support the daily activities and productivity of client outcomes by CMS

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

- Associates Degree in Business Management, Human Services or other related field **OR**
- The equivalent of three year's work-related experience

**COMPUTER SKILLS:**

- Expertise with 365 MS Office Suite
- Proficiency with Elite

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Must receive Housing Choice Voucher (HVC) certification within 12 months of employment in position.
- Must receive Real Estate license within 24 months of employment in position.

**LANGUAGE SKILLS:**

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, board members, residents, internal and external customers and the general public.

**MATHEMATICAL SKILLS:**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office environment

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working 37.5 hours/week, scheduled in 7.5 hour shifts.
- Specific vision abilities required by this job include close vision, and ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to use hands to operate computer keyboard and telephone.
- The employee frequently is required to sit.
- The employee is frequently required to stand, walk, and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds.

**OTHER REQUIREMENTS:**

- Demonstrated knowledge of interviewing techniques.

- Demonstrated knowledge of Section 8 program regulations.
- Demonstrated ability to exercise independent judgment.
- Demonstrated ability to give group presentations.
- Demonstrated ability to maintain complex files.
- Demonstrated ability to deal courteously and discretely with individuals from all socio-economic backgrounds.
- Strong organizational skills
- Excellent oral and written communication skills
- Professional appearance
- Mobility within the office
- Willing to travel locally as required
- Able to prove U.S. Employment eligibility
- Ability to pass drug screening
- Valid driver's license
- Flexibility to work overtime/weekends, as required

**COMMITMENT LIMITATIONS:**

- May not make a non-budgeted, emergency expenditure or commitment of WHA in excess of \$100.00.

**BUSINESS BEHAVIOR / ANTI-TRUST:**

Do not discuss with competition (includes other housing authorities without manager's consent):

- WHA price, costs, profits, or terms of sale
- Person or companies with whom Wilmington Housing Authority will or will not do business
- Geographical areas of operations

**CONFIDENTIALITY / CONDUCT:**

- May not divulge any confidential personnel/corporate policy.
- Will not engage in gossip or other unprofessional conduct
- May not make changes in their Job Description, Standards of Performance or quarterly objectives without consultation with manager

This position is governed by the WHA Personnel Policy and the collective bargaining agreement with the OPEIU, Local 32 union.

I agree to perform the above referenced duties while upholding our company values.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date