**Newcap, Inc.**

**1201 Main Street**

**Oconto, WI 54153**

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| **Job Title** | HCV Clerical Support |
| **Department** | Housing |
| **Location** | Oconto Office |
| **Job Grade** |  |
| **Job Code** |  |
| **Supervision** | Housing Director |
| **FLSA Status:**  **🗆 Exempt**  X **Non-Exempt** | **Type of position:**  **🗆 Full-time**  **X Part-Time** not to exceed 18 hours per week  **Hours can be flexible each week**  **🗆 Contractor**  **🗆 Intern** |

**General Summary**:

This position will be providing support to the HCV (Housing Choice Voucher ) Coordinator and be responsible for the intake and follow-up of HCV applications; interacting with clients and landlords, planning, following-up on inquires, and calculating rent, filing, typing and computer input.

**ESSENTIAL DUTIES AND TASKS:**

1. Communicate effectively with landlord and other housing staff.
2. Maintain good working relationships with participants, landlords, housing authorities, real estate agencies, and agencies working with clientele.
3. Complete and submit required documentation related to housing programs
4. Schedule appointments with landlords and program participants.
5. Maintain a strong working knowledge of DEHCR, HUD and WHEDA housing regulations and standards.
6. Assist with certification of applicants for the housing programs and the recertification of the participants on an annual basis.
7. Maintain files and paperwork for each participant according to HUD regulations. Input applications into Elite Software, mail applications to clients, and enter all clients into the CAPTAIN database in a timely manner.
8. Assist with Tenant Applicant Form Process
9. Must be able to take the initiative and work independently, with minimal supervision, precision to details, and ability to manage time well is required.
10. Determines and verifies the Housing Assistance Payment (HAP) and Utility Allowance Payment (UAP) subsidy for individual clients
11. Maintains working knowledge of program requirements and HUD rules for effective maintenance of programs.
12. Prepare monthly recertification letters and packets to tenants and landlords.
13. Maintains working knowledge of area resources. Establishes and maintains contact with other human services delivery agencies; informs and refers clients, as appropriate.
14. Work with low-income households to determine eligibility for the program.
15. Calculate household income to determine rent amounts using Excel forms.
16. Perform criminal and sex offender background checks.
17. Search for rent comparables and complete rent reasonable form for new homes and rent increases.
18. Manage the household waiting list.
19. Handle inquiries about housing assistance.
20. Ensure all case files are complete and accurate.
21. Other duties as assigned.

**WORKING CONDITIONS:**

This work is generally performed in an office environment. Some overnight is required.

**EFFORT:**

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hand or wrists. Must be able to see, hear, and speak. Frequent reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend are required.

**MACHINES, TOOLS, EQUIPMENT**

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car.

**MINIMUM QUALIFICATIONS**:

* High school diploma or GED
* HQS certified or have ability to become certified within 60 days of hire.
* Must be able to work with projects, meet deadlines, and facilitate solutions to housing-related programs that may occur in the field.
* Must display a sensitivity and responsiveness to people as a Newcap representative.
* Must be able to maintain client confidentiality at all times.
* Must be a team player, with an ability to manage multiple objectives concurrently.

**ABIILITIES REQUIRED**

* Ability to read, write using proper grammar/punctuation, and communicate effectively
* Possess organizational, planning and analytical skills
* Computer skills
* Experience with word processing, spreadsheets, and public speaking.
* Ability to perform tasks with minimal supervision or over-site.
* Ability to identify, communicate and assist in responding to the need in the county.

**SPECIAL REQUIREMENTS**

* Must possess a valid driver’s license.
* Must pass a criminal background check.
* Must pass physical exam as it pertains to the job description.
* Must be able to maintain the confidentiality of any information encountered.

**PHYSICAL DEMANDS**

Employee must be ale to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Signature Date

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Human Resources Director Date