

**Newcap, Inc.
1540 Capitol Dr.
Green Bay, WI 54303**

POSITION DESCRIPTION

JOB TITLE: Housing Support Specialist

FLSA STATUS: Non-exempt

REPORTS TO: Case Manager Supervisor

GENERAL SUMMARY:

Responsibilities/Requirements:

- Provide support to ensure efficient operation of office
- Must be able to complete essential training
- Must be able to effectively communicate
- Maintain client confidentiality
- Demonstrate attention to detail
- Demonstrate the ability to use a computer and complete data entry
- Ability to enter data into a computer system with speed and accuracy
- Strong record-keeping and writing skills and computer proficiency

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic putting the needs of the organization and clients first priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mail, and conversations.

ESSENTIAL DUTIES AND TASKS:

1. Provide support to ensure efficient operations of office
 - a. Answer and respond to client and landlord phone calls, emails, and faxes within 48 hours.
 - b. Provides information by answering questions and requests

- c. Schedule appointments for staff
 - d. Maintain regular contact with the Case Managers, Case Manager Supervisor, and Deputy Housing Director
 - e. Carry out duties such as filing, typing, copying, binding, scanning, etc.
 - f. Support team by performing tasks related to organizing and strong communication
2. Effectively use HUD tools and ensure compliance with data standards and record-keeping as required by HUD.
- a. Evaluate applicant eligibility for housing assistance programs.
 - b. Explain housing programs to applicants.
 - c. Evaluate/verify applications for accuracy.
 - d. Mail application packets to clients after initial eligibility is completed within 24 hours.
 - e. Complete well-organized case files.
 - f. Complete rental calculations for households to determine tenant payments
 - g. Complete annual paperwork ensure accuracy.
 - h. Accurately maintain housing assistance payment calculations, including monthly reconciliation with accounting and housing management, monthly reports, and semi-annual notification to tenants.
 - i. Maintain documentation, conduct record keeping electrically and on paper
 - j. Set up and maintain entries into CAPTain and HMIS Database in a timely manner to ensure accuracy
 - k. Follow all Coordinated Entry policies and procedures and Order of Priority set by the WIBOSCOC.
 - l. Schedule and coordinate staff and other meetings
 - m. Provides administrative support to ensure efficient operation of office.
 - n. Must be able to understand and accurately implement program rules, regulations, and guidelines
3. Answer questions regarding available services, and provide resources to clients
- a. Provide information and referrals to participants for programs operated by Newcap
4. Perform other duties as assigned

WORK CONDITIONS:

This work is generally performed in an office environment located in the Green Bay Newcap Office.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

MINIMUM QUALIFICATIONS:

- At least one year experience in customer service and related office systems. Knowledge of and ability to work with other agencies/organizations and effectively coordinate services.
- Experience or ability to main records, prepare written documents, reports and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred
- Additional duties as assigned.

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license
- Must pass a criminal background check
- Must be able to maintain confidentiality of information

PHYSICAL DEMANDS:

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

