



MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Special Needs Housing Program Coordinator
OCCUPATIONAL CATEGORY: Paraprofessional
DEPARTMENT: Community Services
EFFECTIVE DATE: 4/16/2018

CLASS CODE: 5640
FLSA: Non-Exempt
SALARY RANGE: 15
STATUS: Classified

JOB SUMMARY

Performs paraprofessional level work involved in planning, coordinating, and implementing the Special Needs Housing Programs which include but are not limited to Supportive Housing for the Homeless and Disabled, Housing for Persons with AIDS (HOPWA) and Bridge Subsidy Program. Performs case management for an assigned caseload of participants involved in housing assistance programs. Assists in the writing of housing assistance grants, program development, and monitoring of grant programs.

REPORTS TO:

Work is performed under general supervision of a higher level of authority.

SUPERVISION EXERCISED

May exercise technical and functional supervision of subordinates.

ESSENTIAL JOB FUNCTIONS

- Plans, coordinates, implements, and monitors the Special Needs Housing Programs to assist families obtain housing and maintain housing stability.
- Trains and monitors staff as assigned.
- Explains the Special Needs Housing Programs program procedures to participants, including regulations, processes and time frames.
- Interviews participants and conducts a comprehensive assessment of their needs and level of functioning. Performs eligibility examinations, re-examinations, verifications of changes in household composition and/or income changes, recalculations and verification of rent calculations and provides participants notification of determinations.
- Establishes case plans. Develops schedules of and timetables for provision of services. Monitors participant progress on an on-going basis. Maintains client case files and other related documents noting and documenting accurate, up-to-date information of program activities and participant status
- Confers with and counsels participants of the assigned caseload.
- Establishes on-going effective working relationships with provider agencies including HUD, Arizona Department of Housing and other funding agencies and non-profits.
- Refers participants to special community resource agencies as needed.
- Organizes and participates in meetings with coordinating committees.
- Investigates violations and counsels clients who are not in compliance with Special Needs Housing Programs requirements.
- Assists with the monitoring of grant-funded programs which benefit low and moderate income individuals.
- Prepares reports and summaries of participant data and submits annual reports to State and local agencies.
- Staffs the Mohave County Homeless Continuum of Care Committee
- Organizes and acts as liaison to local and State agencies and organizations for the annual Point In Time homeless count.
- Performs a variety of clerical tasks to include, but not limited to: scheduling appointments; answering phones; utilizing computer keyboard to perform such tasks as, but not limited to, inputting data and utilizing word processing; responding to or routing inquiries; referring and directing participants to appropriate agencies; assembling materials in preparation of interviews and investigations; completing and processing of forms and other documents; organizing information, records and other related documents; and filing.
- Works with behavioral health and other agencies to co-case manage participants to meet their goals.
- Attend State and local meetings pertaining to the Special Needs Housing program and lead local meetings as necessary.

SECONDARY JOB FUNCTIONS

- Performs related work as required.
- Performs special assignments as requested.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Rules, regulations and policies affecting participant requirements as related to the Special Needs Housing Programs or other state and federal programs.
- Basic human needs, personalities and behaviors, and sources of family conflict.
- Case management including establishing and maintaining controls over case plans, schedules, timetables, priorities, agendas, and counseling techniques to elicit necessary information from participants.
- Public social service agencies and community resources available to participants.
- Federally funded grant programs such as Section 8 Housing, Supportive Housing Program (SHP), HOPWA or other federally or state funded grants that benefit special needs low and moderate income people.
- Communicating and maintaining professionalism with the public, co-workers, and work contacts.
- Department policies, rules and procedures
- Mohave County Policies and Procedures and Department Regulations.

Skill in:

- Operating a variety of office equipment to include: computer keyboard, fax transmittal, scanners and copiers.
- Customer service and program implementation skills.

Ability to:

- Observe and monitor participant's behavior to determine compliance with prescribed standards.
- Interview and investigate an individual's financial background.
- Make decisions in accordance with established policies and regulations.
- Understand, interpret and apply pertinent federal, state and local rules, regulations, procedures and policies regarding the Special Needs Housing Programs to include departmental procedures and regulations effectively.
- Present program information and requirements clearly and concisely to groups and individuals and to explain policies, procedures and regulations effectively.
- Analyze situations and determine appropriate or alternative actions.
- Maintain confidentiality and work independently.
- Understand and grasp ideas quickly and follow instructions with initiative and exercise good judgement.
- Perform basic mathematical computations accurately.
- Organize workload to ensure determinations are made on a timely basis.
- Communicate clearly and concisely, both orally and in writing.
- Maintain accurate and up-to-date records and documentation.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Mohave County Policies and Procedures and Department Regulations.

WORK CONTACTS

Regular contact with associate personnel, other county departments, other agencies, and the general public to provide program services, gather required information, perform verifications, respond to inquiries and problems, and coordinate activities

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- Work is performed in an office atmosphere.
- May be subjected to call-back or on-call status and/or irregular schedules to ensure completion of work assignments.
- Position does require frequent sitting at desk or table using a computer.
- Work involves frequent to infrequent standing, walking, crouching, stooping and bending.

- Work Involves occasional lifting of objects weighing less than 25 pounds and infrequent lifting of objects weighing 25 – 50 pounds.
- This classification meets the safety sensitive definition as outlined by Arizona Revised Statute, § 23-493 et seq.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

- Associates Degree from an accredited university or college in human resources, business administration, public administration, industrial relations or a closely related field.
- Four (4) years of progressively responsible experience involved in the provision of housing assistance services, which includes interviewing, investigating and public contact work relating to the collection of financial status information and determinations of eligibility for local, State or Federally mandated programs.
- OR any equivalent combination of education, experience, and training which provides the required knowledge, skills and abilities will be considered in meeting the minimum qualifications.

SPECIAL JOB REQUIREMENT

- Must pass drug screen post offer.
- Must possess a valid driver's license for operation of motor vehicles on Arizona roads at the start of employment and maintain said license while employed in this position.
- Must provide acceptable driving history at no cost to the County.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

REVIEW/DETERMINATION:

___ Approved as to form and content.

SUBJECT MATTER EXPERT (S.M.E.)

DATE

HUMAN RESOURCES

DATE

___ HR-updated in NEOGOV/saved in share drive.