



**HUD-Certified Housing Counseling Agency**

## **HOUSING PROGRAMS COUNSELOR I**

The Ocala Housing Authority is seeking a qualified person to join its team as a **HOUSING PROGRAMS COUNSELOR I**. The housing program counselor will provide administrative support and general office functions for the Housing Choice Voucher (HCV) and Public Housing (PH) programs. The employee will perform processing, maintaining, and updating of applicants and tenant files while upholding the OHA policies and procedures. This position includes evaluating a family's income in accordance with federal regulations for family's initial certification, move in's, interim adjustments, and Annual Exams, executing legal documents and data entry.

**MINIMUM QUALIFICATIONS:** High School Diploma/GED; (2) years of college in social work, counseling, business or finance can help compensate for (2 years) in Subsidized Housing, Housing Management and/or case management and three (3) years customer service or social work experience. A combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the OHA. Must be motivated, organized, and possess good written and oral communication skills, personable, can multitask, dependable, have the ability to establish effective working relationships with client's, other staff, and general public, display professionalism, possess high integrity, exemplary work ethics, confidentiality, and type 35 wpm.

If you meet these qualifications, please mail: **cover letter, resume', application, and three (3) verifiable work references**, to the attention of: Santiago Del Rio, HR Coordinator, Ocala Housing Authority Administrative Office, 1629 NW 4th St, Ocala, FL 34475. You may also fax or email to 352-369-2643 or [Sdelrio@OcalaHousing.org](mailto:Sdelrio@OcalaHousing.org). Applications and job description are available on the OHA's website at [www.OcalaHousing.org](http://www.OcalaHousing.org). Salary: \$17.25 per hour / \$35,880 annually, plus EXCELLENT BENEFITS. Successful candidate must pass a criminal background check. Position is open until filled.

***"This opportunity is covered under Section 3 of the HUD Act of 1968"***



*Drug-Free Workplace*

**Come Serve Ocala/Marion County with US!**





## **JOB DESCRIPTION *Housing Programs Counselor I***

---

### **Nature of Work**

The Housing Program Counselor will provide administrative support and general office functions for the HCV and PH programs. The incumbent will perform processing, maintaining, and updating of applicants and tenant files while upholding the OHA policies and procedures. This position includes evaluating a family's income in accordance with federal regulations for family's initial certification, move in's, interim adjustments, and Annual Exams, executing legal documents and data entry.

### **Classification Standards**

Administers employee health, welfare and retirement plans. Benefit programs include: 401 (k) Retirement Plan and Pension Loans, medical/dental/vision, long-term disability, workers' compensation, leave of absence, Section 125 Cafeteria Plan, etc. The single position to this class reports to the property manager and the Housing Program Director.

### **Essential Job Functions**

Duties include, but are not limited to, the following:

- Schedules and conducts eligibility interviews, processes verification for family income, assets and allowances and calculates rent portion.
- Coordinates with inspectors for HQS under the HCVP and ability to conduct community visits for the OHA portfolio, including home visits as needed.
- Creates and maintains files in accordance with the OHA procedures, program participants, and owner under the HCV program.
- Assembles briefing materials for the HCVP families and conducts briefing as needed.
- Performs variety of clerical tasks; maintain participant filing system, including purging files for storage and destruction as needed.
- Post rent payments in the system for the OHA portfolio including updating the system with any late fee charges.
- Assist with closing work orders.
- Prepares legal documents under the Public Housing program, lease violation and reviews and mail rent statements.
- Prepares reports as requested by management.

"This opportunity is covered under Section 3 of the HUD Act of 1968"

**DESCRIPTION**  
***Housing Programs Counselor I, Continued***

- Maintains a good relationship with clients, staff, and the general public.
- Responsible for vacancies and leasing of the OHA portfolio.
- Knowledge of federal regulations as it applies to job functions.
- Performs other related duties as assigned.

**Job Requirements**

- Knowledge of Federal Regulations and general state law as it pertains to Public Housing and Housing Choice Voucher programs.
- Case management experience in subsidized or related housing
- Proficient with Word, Excel, Publisher, and the ability to navigate on the internet efficiently.
- Ability to mathematically calculate family's income.
- Ability to effectively communicate, both orally and in writing
- Ability to maintain security and confidentiality.
- Ability to establish and maintain working relationships with participants, staff contractors and the general public as it pertains to families' participation in Public Housing Program
- Good organizational skills
- Ability to adequately perform multiple tasks simultaneously.
- Staff are responsible for reporting any perceived and/or real conflict of interest to their immediate supervisor in writing by completing the OHA conflict of interest disclosure form. Upon completion and submittal, the immediate supervisor will then report to Executive management staff. The Chief Executive Officer will determine if the employee will be allowed to continue processing the client's file, or if it will be assigned to another employee.

**License / Certificates**

- Valid Florida Driver License required.
- Certified Occupancy Specialist and Housing choice voucher Specialist within one year of employment.

**Physical Requirements**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 10 pounds at times.
- Also, the ability to drive an automobile, manual dexterity is required to operate a computer, and regular attendance is required.

**Working Conditions**

- Indoors - The worker is subject to environmental conditions and activities that occur indoors.

“This opportunity is covered under Section 3 of the HUD Act of 1968”

**DESCRIPTION**  
***Housing Programs Counselor I, Continued***

**Minimum Qualifications**

**Experience** – (2 years) in Subsidized Housing, Housing management and/case management and three (3) years customer service or social work experience. Must be motivated, organized, and possess good written and oral communication skills, personable, can multitask dependable have the ability to establish effective working relationships with client's other staff and general public, display professionalism, process high integrity exemplary work ethics, confidentiality and type 35 wpm.

**Education** – High School Diploma/GED; (2) years of college in social work, counseling business of finance. A combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by .the OHA

Employee Signature: \_\_\_\_\_ / Date \_\_\_\_\_

Human Resources Department: \_\_\_\_\_ / Date \_\_\_\_\_

Approved by:

\_\_\_\_\_/ Date \_\_\_\_\_  
Chief Executive Officer Signature

This job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.



"This opportunity is covered under Section 3 of the HUD Act of 1968"