

POSITION DESCRIPTION
Caseworker

Title: Caseworker #320	Exemption Status: Non-Exempt	Date Created: June 2018	Date Revised:
EEO Classification:	Grade: 06	Reports to:	NCCI

Position Summary
Responsible managing a book of clients for administration of the approximately 7,000 vouchers for Housing Choice Voucher program for St. Louis County.
Primary Interactions
Primary interactions will be with the Caseworkers, Clerical staff, Clients, and government employees.
Supervisory, Budget Responsibilities
No supervisory responsibilities
Policy and Decision-Making Authority, Strategic Thinking
This position participates in developing and maintaining best practices and compliance with housing law and regulations.
Access to Confidential Information
This person will see confidential information therefore this person must be discrete.
Governance and Compliance Responsibilities, Organizational Risk
This position will be responsible for ensuring client information is in compliance with appropriate regulations. Knowledge of federal, state, and local law and regulations are critical.
Essential Tasks and Responsibilities
Uses best practices and meets compliance requirements in administration of housing program. Provides quality customer service to clients. Maintaining current information in HASLC and HUD databases. Maintain training on social services available to clients. Maintain 100% occupancy. Follows up on client inquiries or complaints.
Secondary Responsibilities
(bulleted list with percentage of time associated; may be in bulleted categories with sub-categories)
Education/Experience Requirements
Associates degree, or equivalent experience in administration of rental properties and HUD compliance reporting. Bachelors degree preferred.
Skills and Attributes Required for Success
Demonstrated leadership; problem solving; adaptability, organization, management, interpersonal and communication, both verbal and written, skills; ability to work with diverse internal and external customers. Have a solid understanding of the Enterprise system database. Must be an intermediate user of Excel and Word. Must be knowledge about storing data on a network. Ability to work longer hours during busy seasons. Be efficient. Can meet with individual clients and present to a group of clients.
Physical Demands
Must be able to lift a 30lb box.
Working Conditions
This job includes desk duties, (primarily seated), and visits to sites and to public meetings.

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The essential elements of the job are described in the position description; other tasks will be assigned as needed and appropriate.*

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Environmental Factors
(there are times of year where workload is extensive.)
Disclaimer: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of responsibilities, duties and skills required.

Employee Signature and Date (optional)

Manager Signature and Date

HR Signature and Date

CEO Signature and Date

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Selected sample of duties detail

- Advisor to team supervisor
- All correspondence to clients and landlords
- Answers emails from other staff, tenants, landlords, general public
- Attend hearings, if needed
- Calculate unreported income, notify client of amount of URI, and schedule hearing, process repayment agreement
- Certifies and recertifies participants
- Completes all needed transactions for individual caseload in a timely manner; i.e. recertifications, check holds, interim exams, unreported income, and
- Corrections of audits
- Determine unreported income
- Determines eligibility
- Determines income eligibility of waiting list clients
- Determines violations of guidelines and takes action
- EIV-Runs and evaluates on each client with an appointment
- Enter the debt and repayment agreement into Yardi
- Find and correct any HAP payment discrepancies
- Handles client complaints and inquiries
- Hearing actions and correspondence, fraud investigations
- Investigates fraud
- Inspection blue slips-takes appropriate action
- Interviews, collects, and processes data for waiting list clients and active clients
- Knowledge of federal HUD guidelines
- Lobby walk in's, as needed
- Looks for ways to move clients off the program e.g. mobility
- Looks for ways to save clients rather than remove from program.
- Maintain caseload of approx. 475-500 clients
- Maintains relationship with inspector regarding units
- Mediator between landlord and tenant
- Monitor all repayment agreements
- Performs other duties pertaining to Rental Assistance Program as assigned by Supervisor.
- Phone calls from tenants and landlords
- Processes documents from tenants and landlords for:
- Processes-Interim changes

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- Processes-Move outs
- Processes-Moves
- Processes-News
- Processes-Re-certifications
- Processing affordability on each client that moves
- Processing extensions to voucher when needed
- Provides training for staff in federal regulations and department policies and procedures
- Report client and tenant information databases promptly
- Request Relia-cards
- Reviews HUD website, Federal Register and other relevant sources regularly to maintain regulatory commitments
- Schedule recertification appointments
- Send notice to clients that are not keeping repayment agreements
- Send renewals to landlords
- Solves day to day problems between tenant and landlord.
- Speaks at briefings each month
- Submit documents for client to port out of Agency
- Terminate clients that have not been paying on repayment agreements
- Timesheets
- Various meetings
- Works briefings each month with other team members

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- **EXTRA DUTIES FOR SPECIAL PROGRAMS**

- Certifies FUP referrals and maintains the program
- Certifies FUP youth referrals and places on FSS program
- Constant interaction with FUP social workers
- Coordinates board meetings with St. Louis City Housing Authority FSS program
- Coordinates with Pathways program with Catholic Charities
- Enters FSS candidates onto program, establish goals with the client
- Find and correct any HAP payment discrepancies
- Fraud investigations
- FSS quarterly board meetings
- Interviews and certifies clients for mod rehab referrals
- Interviews prospective candidates for the Home owner program
- Interviews prospective FSS candidates
- Maintains FSS client escrows
- Maintains the Home ownership program
- Monitors FUP allocations
- Public speaking regarding Home ownership and FSS
- Refers the candidates to appropriate banks for Home owner program
- Send yearly FSS escrow statements to participants
- Works with Manager on FSS e-logic model and tracking of goals

- **EXTRA DUTIES FOR PORTABILITY**

- Completing billing updates received from other Agencies on Ports
- Fraud investigations
- Interviews and certifies all incoming portable clients from other Agencies
- Outgoing portable clients-Monitoring payments to other Agencies