



**Panhandle Community Services is an Equal Opportunity Employer*

Position	Program Specialist-Housing	Program	HUD
Reports to	Assistant Director for Housing Services	Classification	Non-Exempt
Supervises	None	Status	Full-Time
Work Location	Amarillo Office or Remote Centers	Salary Level	3
Hours	Typical Schedule is M-F 8:00 am-5:00 pm	Approved	 <hr/> Magi York, Executive Director

Job Summary

This position supports the mission of PCS to work with community partners to change lives and lead change for low-income people bridging the gap from poverty to self-sufficiency by determining eligibility for housing services and home ownership; places information in the client tracking system, completes initial and annual assessments, moving and terminating clients, etc. This position conducts assessments of current family needs and coordinates referrals for necessary services and programs. This position must be able to work various shifts including evenings, weekends, holidays, and overtime as necessary.

Duties and Responsibilities

- Determine eligibility for program services based on the Administrative Plan
- Enter all program eligibility documentation into designated client tracking system and perform monthly compliance review
- Complete initial and annual renewals from Housing Choice Voucher (HCV) Program
- Ensure the completion of initial and annual inspections on designated properties
- Conduct family assessments to determine needs and make referrals to both internal and external community programs
- Track outcomes of family assessments using the designated client tracking system
- Maintain and submit a list of local service providers in the client database to assist families
- Maintain a positive relationship with landlords/property managers and community service providers and evaluate on an annual basis.
- Attend and represent the Agency in consultations, outreach activities and meetings with other agencies and community organizations
- Maintain knowledge of and use local community resources to maximize services to assist families
- Performs other duties as assigned

Knowledge, Skills and Abilities Requirements

- Knowledge of Microsoft Office suite of applications including Word, Excel, and PowerPoint.
- Knowledge of required documentation needed to service all families who utilize the HUD and HCV programs.
- Knowledge of HUD regulations as established by the Texas Department of Housing (TDHCA)
- Ability to solicit information from clients and co-workers clearly and adhere to necessary deadlines.
- Ability to thoroughly explain program requirements, services, and various forms of assistance
- Ability to use and maintain general office equipment, such as telephones, copy machines, computers and filing systems
- Ability to effectively communicate verbally and in writing
- Ability to utilize agency Client Tracking Software

- Ability to travel to the 26 counties which comprise the Texas Panhandle to provide services, attend trainings and conferences, some of which may require overnight travel.

Minimum Requirements

High School Diploma or equivalent is required. Associate's Degree in Social Work or a related field is preferred. Any combination of experience equivalent to three (3) years in customer service or social work is required. A valid Texas Driver's license is required and must provide proof of liability insurance.

General Organizational Responsibilities

- Support the mission and vision of Panhandle Community Services
- Comply with all organizational policies and procedures
- Maintain the confidentiality and security of client data and organizational information
- Demonstrate punctuality in attendance, and use Panhandle Community Services' time keeping software to accurately document regular hours, overtime hours, and approved Personal Time-Off (PTO)
- Maintain facilities and office equipment to retain professional appearance and maximize life cycle/usefulness.
- Explain program requirements, services, and forms of assistance
- Must be able to work independently with minimal supervision.
- Ability to perform required duties and functions under time pressure, with frequent interruptions or distractions.
- Must be able to produce work accurately and adhere to strict deadlines.
- Ability to recognize the limits of one's own skills and knowledge and willingness to seek support, information, training, or re-assignment.
- Remain drug-free, as verified by periodic drug screening

Work Environment

Office environment involving frequent interaction with the public, co-workers, and volunteers; regular use of telephones, copy machines, and computers; High level of Interaction with professionals such executives, auditors, program monitors, trainers, and consultants.

Attendance and participation in organizational team meetings and all staff days is required, some of which may be at offsite locations.

Physical Requirements

- Must be able to sit and stand for up to 2 hours or more at any given time.
- Must be able to lift up to 25 pounds regularly and carry for short distances.

Employee Affirmation: My signature below indicates that I have read and understood the requirements for this position. I am willing and able to carry out the duties and responsibilities required.

Signature

Date