



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Emergency Rental Assistance Intake/Certifier** reviews and approves or denies applications for Emergency Rental Assistance (ERA) program. Coordinates referrals to other services and programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Administration

1. Assumes shared responsibility of all aspects of the Housing and Rental Assistance programs, including answering telephone, scheduling and answering the phone.
2. Completes program applications to support efficient program operations and meet client need.
3. Collects clear, concise and complete documentation, ensuring that each application meets the required documentation standards according to established rules, regulations and procedures set forth by the program guidance including any State or Federal requirements.
4. Maintains client records/files in accordance with program requirements.
5. Performs outreach to landlords and tenants to ensure engagement, complete and timely program administration.
6. Completes data entry, ensures documents are obtained and maintained, and performs general clerical duties.
7. Makes appropriate referrals and coordinates with other social service programs.
8. Performs light housekeeping duties.

Professional Development

1. Keeps up to date on any appropriate program, State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

Leadership and Teamwork

1. Collaborates with all partner agencies to assure effective communication processes across agencies
2. Demonstrates effective communication skills in building relationships with all employees and clients.
3. Adheres to policies in the use of computer technology and all telecommunication devices.

Safety and Wellness

1. Actively promote safety and accident prevention with the workplace.
2. Report any unsafe conditions, incidents and /or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.

Position Title:

Emergency Rental Assistance Intake/Certifier

Department:

Housing Services

Reports To:

Housing Director

Supervises:

N/A

FLSA Status:

Non-Exempt

Salary Range:

RH1/L1

Last Revised/Approved:

February 2021

- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand, and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office and community settings. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position or Per Diem basis that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance requirements.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least one year of office and/or data entry experience required.
- Ability to interpret rules and regulations.
- Ability to multi-task in a busy, fast paced office.
- Strong written, listening and verbal communication skills.
- Strong time management and organization skills.
- Proficient skills in Microsoft Word, Excel and Outlook.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date