

HOUSING AUTHORITY OF THE CITY OF NEW BRITAIN  
16 ARMISTICE STREET \* NEW BRITAIN, CT 06053

**POSITION DESCRIPTION**

**TITLE:** TENANT SELECTION INTERVIEWER

**DEPARTMENT:** ADMISSIONS

**POSITION DEFINITION:** Performs responsible interviewing and referral services in establishing applicant initial and continuing eligibility to determine need for emergency assistance, or other available social service programs; and provides limited counseling services to applicants and their families.

**GENERAL DUTIES:** Receives oral or written work assignments from Supervisor. Plans and organizes work according to standard procedures. Establishes priorities within work assignment. Interviews applicants for Section 8 Housing Choice Voucher Program and public housing to determine their initial eligibility for housing. Enters and retrieves applicant personal and financial data in an electronic filing system by remote computer terminal. Analyzes applicant's financial data and life circumstances and computes budget to determine program eligibility. Interprets Section 8 Housing Choice Voucher Program and Public Housing Program regulations and explains rules and regulations governing program eligibility. Advise applicants of appeal rights concerning eligibility determination. Provides support to applicants inclusion on housing waiting list. Refer applicants who are in need of emergency food, shelter services, additional funding sources, to other Social Service Agencies, or other temporary assistance. Maintains accurate records and related files including annual and recertification's status (finances, correspondence, etc;). Establishes and maintains contacts to gain information and to verify eligibility. Maintains liaison function with other units within the Authority. Makes regular reports on applicant status to supervisor. Prepares narrative and statistical information for Supervisor, including federal reports. Provides one to one counseling service to applicants, tenants and landlords in the Section 8 Housing Choice Voucher Program and Public Housing. Reports work accomplished to supervisor. Counsel residents on delinquent rent payments and lease violations and process paperwork for evictions. Maintain communication with other departments.

**ADDITIONAL DUTIES:** Reviews tenant financial and family composition to verify continuing eligibility for housing. Performs recertification reviews to determine continuing eligibility of tenants. Makes home visits to interview tenants and makes inspection of physical condition of Housing when required. Refers maintenance needs to maintenance unit. Establishes and maintains case records of individuals and families addition to the following when requested for either Section 8

Housing Choice Voucher Program or Public Housing participants as needed.

1. **Section 8 HQS Inspections.**
2. **Conduct Emergency (24-hour) inspections.**
3. **Prepares all Pass/Failed or Abated documentation and process the abatement paperwork.**
4. **Interviewing tenants for interim and re-examination and perform rent calculations, execute leases and contracts.**
5. **Process all Section 8 Recertification letters to both Section 8 Landlords and Tenants.**
6. **Translation of English documents to Spanish and vice-versa as needed in both Section 8 Housing Choice Voucher Program and Public Housing.**

**SUPERVISED BY:** Receives general direction from the Section 8 Supervisor and takes supervision from the Housing Asset Manager.

**QUALIFICATIONS PROFILE:** The skills and knowledge generally required would be acquired with a high school education, with two years of increasingly responsible interviewing experience, or one year of full time social work/social service aide experience, or an equivalent combination of work and experience. Ability to apply principles of housing administration and social work to solve practical problems and deal with problems involving several concrete variables in or from standardized situations. Ability to add, subtract, multiply and divide all units of measure. Ability to acquire a thorough knowledge of Section 8 Housing Choice Voucher Program and public housing eligibility laws and regulations. Ability to acquire a working knowledge of Authority policies and procedures. Knowledge of social service and programs available in the community. Ability to interview and establish rapport with applicants. Ability to read, interpret, and apply program rules/regulations as they apply to applicants. Ability in written and oral expression. Ability to keep accurate case records. Ability to deal effectively with applicants, other agencies, and the public. Note: Bi-lingual ability in Spanish and/or Polish desirable. HCV Certification required within one year of hire.

**LICENSE OR CERTIFICATE:** Connecticut Motor Vehicle Operator's license.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.

**HOURLY RATE: \$19.09**