

## HCV Case Manager

HCV/Non-Exempt



This position is responsible for assisting clients and evaluating their continued eligibility for housing assistance. This position ensures that clients understand the requirements of the Housing Choice Voucher (HCV) program and works with authority personnel, landlords, and clients to conduct interviews, certify client eligibility and changes, and support clients throughout their time on the HCV program.

### PRIMARY RESPONSIBILITIES

- Interview clients and complete annual re-certifications, interims and new contracts in a timely manner
- Verify client information and issue notices of any changes in assistance
- Maintain client files, respond to client/landlord requests, and process forms related to the HCV Program
- Research alleged violations of program rules and prepare documents to support termination decisions
- Provide clients with information concerning other available sources of assistance
- Review complaints and inquiries regarding the HCV Program and client cases
- Respond to concerns from landlords and program participants
- Complete required reports and track necessary certifications and documentation
- Issue vouchers and conduct move briefings
- Attend training and conferences as assigned
- Assist in clients in the repayment process for unreported income
- Perform related duties

### QUALIFICATIONS AND REQUIREMENTS

- Associate's degree or at least two years' experience as a HCV case manager
- Sufficient experience to understand the procedures and expectations of an office environment
- Prior experience providing case management services or working with Housing Pro software preferred
- The ability to speak Spanish is preferred
- Drive to tackle difficult challenges and add value to both HCHA and the communities we serve
- Commitment to help HCHA be the most efficient and compassionate service agency possible

### WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary requiring up to eight hours in a seated position.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- Must The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact [hr@hchatexas.org](mailto:hr@hchatexas.org).