



Job Description Form

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| Job Title: | Affordable Support Specialist | Reports To: | Compliance Director |
| Department: | Housing CHC | Supervises: | N/A |
| FLSA Status: | Hourly | Dates Reviewed: | March 2024 |

Mission of Catholic Charities

Catholic Charities affirms the dignity of every person, partnering with parishes and the greater community to serve and advocate for those who are vulnerable, bringing stability and hope to people throughout eastern Washington.

Core Values of Catholic Charities

Respect

Compassion

Collaboration

Justice

Job Summary

The Affordable Management Specialist will work within a team and independently to provide senior-level technical support to properties with lease-up and compliance/regulatory challenges. Specific assignments are identified in writing by the Compliance Director in conjunction with the VP of Property Management.

Job Duties/Responsibilities

To perform this job successfully, an individual must satisfactorily perform each of the essential duties/responsibilities listed below. Reasonable accommodation may be made to enable individuals with disabilities to perform this job's essential duties/responsibilities.

1. Assist the Compliance Director in managing the referrals received from local Housing Authorities. This will include:
 - Manage PSH Catholic Housing Communities referral wait list.
 - Coordinate with Housing Authority PSH liaison weekly or as needed.
 - Initiate the initial contact and meeting with the Applicant.
 - Conduct intake and screening.
 - Gather appropriate Income/Asset verifications.
 - In conjunction with the Affordable Support Manager and Compliance Director Assessing appropriate housing placements.

2. Document follow up with Property Managers on applicant throughout the process for placement of applicant to assure timely housing.
3. Assist the Affordable Team in Ensuring that the regulatory/program compliance of the properties in the assigned portfolio follows the standards and expectations of Catholic Housing Communities.
4. As assigned by the Compliance Director or VP of Property Management, this position is responsible for ensuring or supporting adherence to required standards and property-specific goals, including on-site orientation and training in the property regulatory/program.
5. Assist in managing compliance policies, procedures, and monitoring throughout the assigned portfolio identifying, and correcting non-compliance with internal policies and regulatory requirements.
6. Assist the Compliance Director with regulatory updates and assist in applying them across CHC Affordable Properties.
7. Assist in auditing property management offices to ensure compliance with agency standards and provide written findings to the Compliance Director.
 - Office/file organization
 - Up to date documentation posted.
 - Scheduled deadlines being met, i.e., certifications/ monthly reports/annual reports.
 - Correct and current income and rent limits are being used as provided by the compliance team.
 - Correct and current utility allowances are being used as provided by the compliance team.
8. Visit properties throughout the assigned portfolio as needed by the Compliance Director.
9. Assess property issues, develop recommendations, and implement corrective measures.
10. Establish and maintain effective working relationships with people from varying backgrounds, roles, and departments.
11. Use YARDI as the centralized data system to increase accuracy and save time.
12. Use YARDI Systems to simplify compliance by minimizing errors and efficiently managing multiple subsidy layers and allowing real-time reporting and a single point of data entry to streamline daily operations.
13. Provide training to site staff using the most current policies and procedures and regulatory guidelines as outlined by the Compliance Director.
14. Assist with site coverage when needed, which may include both operations and compliance duties.
15. Maintain consistent and reliable attendance with the ability to arrive on time.
16. Uses appropriate administrative, fiscal, physical, and technical safeguards to ensure the confidentiality, integrity, and security of CCEW client-protected health information (PHI), per regulations outlined in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
17. Will regularly utilize all forms of communication (email, text, phone, etc.) and database practices necessary for this position and as directed by supervisor.

18. As a mandated reporter, follow all procedures outlined in agency policies and procedures to report to the appropriate agency when there is suspicion and/or confirmation that a child or adult has been a victim of abuse or neglect.
19. Adheres to the tenants of Catholic Social Teaching and Catholic Doctrine.
20. Perform as a team member to assure that productivity outcome measures are achieved.
21. Perform related functions necessary to support the mission and core values of Catholic Charities.

Job Qualifications

To perform this job successfully, an individual must meet the minimum qualifications listed below. These qualifications are representative of the knowledge, skill, and ability required to perform this job.

The position requires outstanding regulatory compliance knowledge and experience, in addition to collaborative leadership skills, to represent CHC in a variety of settings and contexts. Must excel at communication with staff, tracking, and delivering results, and inspiring success. Willing to be flexible with the schedule that may include regional travel. Must have experience working collaboratively in Multicultural/Multilingual and diverse communities.

Education/Experience: High school diploma or equivalent required. Experience in affordable housing management is preferred or an equivalent combination of experience and education that provides the necessary knowledge, skills, and abilities to perform the essential functions of this position. Working knowledge of applicable local and federal housing laws, including Fair Housing and Landlord and Tenant laws. Preferred three (3) years as a supervisor/manager of multi-family housing. Proficiency with Microsoft Office. Comprehend and communicate in the English language both orally and in writing. Interpret and understand financial information generated from property management software reports.

Certificates/Licenses: To perform this job successfully, an individual must have a Driver's License and the ability to drive for work use. Must successfully pass background check as applicable to position.

Physical Abilities: To perform this job successfully, an individual must be able to:

- Regularly stand, climb, walk, hear/listen, talk
- Frequently lift up to 30 pounds, pull/push, carry, grasp, reach
- Occasionally sit, crawl, stoop, kneel
- Clearly see 20+ feet, with or without corrective lenses, ability to focus

Mental & Other Skills/Abilities: To perform this job successfully, an individual must have the:

- Adaptability: ability to adapt to changes, delays, or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method to best fit the situation.
- Analytical Ability: ability to maintain focus for extended periods of time; ability to complete research projects with resourcefulness and persistence; ability to synthesize complex or diverse information; ability to use intuition and experience to complement existing data.
- Attendance: ability to consistently arrive and be able to work as scheduled.
- Computer/Technical Ability: working knowledge of: Word Processing software, Spreadsheet software, Internet software.
- Dependability: ability to follow instructions, both in written and verbal format; ability to respond to management direction; ability to complete tasks on time or notify the appropriate person with an alternate plan when necessary.

- **Interpersonal Skills:** ability to maintain satisfactory relationships with others, excellent customer service skills and a good overall understanding of appropriate human relations. Awareness of and sensitivity to the service population's culture and socioeconomic characteristics.
- **Judgment:** ability to make prudent and timely decisions; ability to exhibit sound and accurate judgment; ability to explain reasoning for decisions.
- **Language Ability:** ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.
- **Mathematical Ability:** ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; ability to apply concepts of basic algebra and geometry.
- **Motor Coordination:** the ability to coordinate eyes, hands, fingers, and feet accurately and handle precise movements.
- **Problem Solving Ability:** ability to identify and/or prevent problems before they occur; ability to formulate alternative solutions to problems when necessary; ability to transfer learning from past experiences to new experiences of similar nature.
- **Quality Management:** ability to complete duties, on time and with absolute precision, at least 95% of the time; ability to edit the accuracy and thoroughness of one's work as well as the work of others; ability to constructively apply feedback to improve performance, ability to generate ideas to improve and promote quality in work.
- **Reasoning Ability:** ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.
- **Supervisory Skills:** : This job does not have any direct supervisory responsibilities.

Workplace Environmental Conditions

While performing the essential duties/responsibilities of this job, the employee will be:

- **Noise Conditions:** exposed during a shift to constant or intermittent sounds at a level sufficient to cause hearing loss or fatigue.
- **Exposure to Trauma:** Employees of Catholic Charities Eastern Washington provide direct services to vulnerable community members including those who have behavioral health challenges and those who have been exposed to trauma.
- Client Population may include persons with substance abuse concerns, homelessness and/or tendencies towards violent behavior.

Employee Acknowledgement

I acknowledge, understand and agree to the job duties and requirements for this position.

Employee Name: _____
(Please print clearly)

Employee Signature: _____

Date: _____