



EMPLOYMENT OPPORTUNITY

HOUSING CHOICE VOUCHER CASE WORKER TRAINEE

STARTING SALARY RANGE: \$12.00 - \$12.50 hour (salary will be revised after one year training)

EMPLOYMENT STATUS: Full-time hourly

RESPONSIBILITIES: Under the leadership/coaching of a supervisor and according to established procedures provides day-to-day customer services in areas of Section 8. The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

- Conducts orientation, appointment, or informational sessions with residents, applicants, landlords, or other program participants.
- Enforces the lease, occupancy policy, administrative agreements, and other regulations or rules, including counseling, documentation of applicant/resident/landlord actions.
- Creates, maintains, and updates customer files in a timely and proper manner. Maintains records of assistance, programs, and/or activities offered and utilized.
- Interviews customers on a regular basis to determine eligibility, including rent calculations, verifications of information, and prepares appropriate follow up paperwork in an efficient, timely manner.
- Coordinates and communicates on a regular basis with other staff, customers and outside agencies in a professional manner.
- Follows up on customer, landlord or other reported concerns in a timely and professional manner.
- Performs eligibility procedures for persons proposed to be added to leases to determine eligibility/ineligibility for the program.

QUALIFICATIONS:

- High School Diploma or GED required
- Associates or Bachelors Degree preferred
- 2-3 years experience in Social Services/rental housing preferred

POSITION(S) AVAILABLE: 1

If interested, please submit letter of interest, application, and current resume to
jobs@lakelandhousing.org