

## HOUSING PROGRAM SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision or direction, perform a diverse range of duties involved in ensuring compliance with federal/state fair housing laws including the documentation, investigation and resolution of discriminatory practices related to fair housing, conducting tenant/landlord counseling and mediation, and supporting the development of local tenant protection ordinances.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Conduct intakes on landlord-tenant relations and discrimination cases; respond to inquiries and complaints in person, on the phone, and via correspondence; interview and counsel disputing parties, recommend solutions and resources and document actions taken.
2. Support tenant and landlord communication to develop a workable plan to obtain and or maintain tenant housing.
3. Provide one-on-one and group counseling to housing consumers on fair housing laws and regulations including eviction, repairs and deposit disputes; resolve problems between contending parties and document all actions taken; and conduct mediation upon request of the City Attorney.
4. Investigate and research housing discrimination issues; follow-up and monitor discrimination cases forwarded to other governmental agencies.
5. Coordinate and participate in conducting fair housing testing in the areas of rental, sales, lending and accessibility. Assist with program design, development investigative strategies and plans; interview victims of housing discrimination; recruit and train testers; assign and coordinate tests and de-briefing testers.
6. Assist the City Attorney's Office in developing and implementing local tenant protection policies that mitigate against rising housing costs, including the rent stabilization program and anti-harassment and eviction-protection programs.
7. Maintain files and records on programs/services activities and write recurring and special reports.
8. Develop materials and conduct community workshops, outreach and marketing, canvassing, flyer drops, emails, mailings and posting on social media (website, Next Door, Facebook, etc.) on fair housing, tenant/landlord, and local ordinances, rent cap, and tenant protections.
9. Engage in community networking, reaching out to diverse residents of the City of Antioch.
10. Explain the unlawful detainer and mediation process to the general public.
11. Attend and participate in conferences, conventions, workshops and seminars and keep abreast of new trends, issues and innovations in the fair housing field, tenant/landlord mediation, tenant protection and eviction prevention field.
12. Perform related duties as assigned.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Organization and operation of municipal government.
- Municipal government functions specifically related to program area/project assignments.
- Operational characteristics, services, and activities of assigned program.
- Work organization and office management principles and practices.
- Basic principles and practices of budget preparation and administration and grant application and administration principles and practices.
- Modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Federal, state and local laws, codes, ordinances and regulations concerning fair housing, tenant/landlord rights and responsibilities, and tenant protections.
- The California Tenants handbook and the California Dispute Resolution Practices Act;
- The diverse communities which make up the City of Antioch.

### **Ability to:**

- Operate and use modern office equipment including a computer and various software packages.
- Maintain program related records, statistics, and documents.
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Be professional, articulate, and friendly when assisting people who may be experiencing extreme housing challenges.
- Use principles of conflict resolution and mediation, sound judgment and common sense in handling difficult situations.
- Explain the mediation process to litigants and the general public;
- Have knowledge of the California Superior Court system and be comfortable interacting with court clerks, judges, and litigants.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Prepare clear and concise records, reports, correspondence and other written material.
- Respond to requests and inquiries from the general public.
- Plan and facilitate meetings community-based organizations, faith-based groups, community leaders, and volunteers of diverse backgrounds.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Speak Spanish fluently, is highly desirable.

## **Education and Experience Guidelines**

### **Education/Training:**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by specialized or college level course work in sociology, psychology, or paralegal studies.

Housing and/or Social Services related training and coursework.

### **Experience:**

Four (4) years of increasingly responsible work experience in government rental subsidy and other affordable housing and/or leasing programs.

### **License or Certificate:**

Possession of a valid California driver's license. For out-of-state candidates, we will accept an out-of-state driver's license at the time of application; however, a valid California driver's license must be obtained by the time of appointment.

Possession of, or ability to obtain within six (6) months of employment, a HUD Certified Housing Counseling Certificate.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with travel to different sites. Incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach and twist; to lift, carry, push, and/or pull moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

FLSA: Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short-term basis in order to provide job enrichment opportunities or to address emergency situations.

**CITY OF ANTIOCH  
HOUSING PROGRAM SPECIALIST (CONTINUED)**