

## **Four Square Community Action**

### **Outreach Specialist**

**Status:** Full Time, Non-Exempt

**Term:** Year Around

**Reports To:** HUD Section 8 Director and  
CSBG Director

**Date:** July 2023

#### **Job Summary:**

Housing and Urban Development (HUD) and Community Services Block Grant Intake (CSBG), income verification, data entry, referrals both within service area and outside to other human service providers.

#### **Job Description:**

- Conducts initial program screening to determine eligibility for HUD Section 8 rental assistance.
- Provide potential clients with information regarding to, but not limited to their specific needs for housing.
- Accurately complete all documentation responsibilities as outlined in department/service area procedures within established timelines.
- Provide referral services to clients to appropriate Four Square and community partnerships.

#### **Responsibilities**

- Timely response to all telephone calls and facilitates timely communication related to client information to all appropriate parties.
- Must responsibly handle confidential information and records according to HUD and Four Square policies and procedures.
- Act as a liaison for client and service providers.
- Attend and participate in all required training.
- Assist in marketing events and materials that help promote agency goals and objectives.
- Performs other duties that may be required or deemed necessary.

- Conducts onsite housing inspections to determine safety compliance of all units proposed for lease.
- Certifies Rent Reasonableness per HUD formulas.
- Sends letters of annual renewal, adjustments and deficiencies to owners and clients per HUD requirements.
- Evaluates and documents any Housing Quality Standards deficiencies and communicates with tenant and landlord.
- Ensures accuracy of Landlord's Tax ID and 1099 information to enable payments.

### **Associate Knowledge/Skills/Experience**

- An associate degree is preferred in related service fields. Minimum basic requirement is high school diploma or the equivalent.
- Knowledge of general office procedures and technology including use of Microsoft Office, word, excel and data entry software. Associate is required to learn HUD software systems.
- Critical thinking and problem solving skills to assess the needs of the client
- Attention to detail for accurate intake and documentation in appropriate software systems to monitor goal and outcomes.
- Must be highly organized and capable of multi-tasking.
- Recordkeeping – must ensure client folders are maintained and organized.
- Friendly and hospitable manner with external clients/ customers and able to work well with internal team of directors and staff.
- Prefers experience assisting customers/clients before, during, and after services to address client needs.
- Must possess excellent verbal and written communication skills.
- Must be willing to learn and be proficient in the use of mandated internal data systems.
- Ability to readily adapt to change.
- Valid NC Driver's License and good driving record.
- Must pass criminal background search and drug screen

### **Position Information**

- 8a – 5p, 36 – 40 hours per week
- Full benefits – including health, dental, and vision insurance, retirement savings account, paid holidays and vacation time pay