

Class Code: 348
City of Anaheim
Class Specification

Classification:
HOUSING COUNSELOR

DEFINITION: Under minimal supervision assists real estate owners and tenants in resolving problems that arise between them.

TYPICAL DUTIES:

Reviews and approves eviction notices under Housing Assistance Program.

Works with all parties to resolve problems.

Informs tenants and landholders of rules and regulations under lease agreements.

Counsels tenants, landowners and makes referrals of tenants to appropriate agencies for other assistance.

Confers with staff on cases.

Intervenes in difficult cases to seek problem resolution.

Inspects units when there are questions about damage claims.

Obtains a variety of assistance for Section 8 tenants.

Performs related duties as required.

MINIMUM REQUIREMENTS:

Experience: Extensive experience in adjudicating differences, providing public assistance and public housing programs.

Knowledge of: Tenants and land owner rights, legislation regarding housing programs, concepts of social work and human behavior, community resources in housing and principles of resolving interpersonal conflict.

Skill in: Diplomacy and negotiation of differences; public assistance referral, communicating effectively orally and in writing, and resolving conflicts.

License Required: Class III California Driver's License.

Supervision Received: Works under the technical supervision of Housing Operations Coordinator who reviews work in process and completed.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

3/86 - NASH
4/89 - Rev. - LH
Doc: CS1305