



## Housing Authority of the County of Alameda

Human Resources Department

<b>Position:</b>	Eligibility Leadworker	<b>Classification #:</b>	3638
<b>Salary:</b>	\$6,563.00 - \$7,594.00 Monthly \$78,761.00 - \$91,124.00 Annually	<b>Location:</b>	Hayward, California
<b>Job Type:</b>	Regular Full-Time	<b>Department:</b>	Housing Programs & Special Programs
<b>Opening Date:</b>	09/18/2023	<b>Closing Date:</b>	10/10/2023 11:59 PM Pacific

### ABOUT HACA:

The Housing Authority of the County of Alameda (HACA) offers several programs funded by the U.S. Department of Housing and Urban Development (HUD) to assist low-income families, seniors, people with disabilities, and others in various parts of Alameda County. HACA's goal is to provide affordable housing, rental assistance, and associated services to individuals with low-, very low-, and extremely low incomes. This includes elderly individuals and those with documented disabilities, assisting them in achieving as much independence as possible within their means.

### ABOUT THE POSITION:

Under the supervision of the Housing Programs Manager or Special Programs Manager, Deputy Executive Director, and/or Executive Director, the ideal candidate will act as lead person for the Eligibility Unit in the assigned department and assist management in the administration of the unit; personally perform duties related to eligibility determinations for housing programs; and to perform related duties as required.

The Eligibility Leadworker is a non-exempt position. The person in this position acts in a lead capacity for the Eligibility Technicians in the Housing Programs department or Special Programs department. Typical responsibilities include but are not limited to:

1. Assigns and reviews the work of Eligibility Technicians; trains and evaluates the performance of employees in the unit; assists in interviewing prospective employees.
2. Assists management in evaluating current policies and procedures; recommends improvement in policies and procedures; assists in other management decisions.
3. Personally performs duties related to the unit's function, such as processing Authority program applications to determine eligibility and briefing applicants on the Section 8 program in the office and field.
4. Assists Eligibility Technicians with more complex and unusual situations; provides technical guidance; interprets regulations; prepares correspondence of a sensitive nature.
5. Provides information to other agencies and the public regarding the Housing Authority's programs, eligibility requirements, and Federal regulations. Handles the more sensitive contacts; meets with hostile or upset persons to resolve problems.

### The ideal candidate will have the following knowledge and personal attributes:

1. Local and federal laws and regulations pertaining to public housing policies and regulations relating to the determination of 'unusual cases'.
2. Principles of individual and group behavior; research and statistical methods used in the collection and analysis of data; principles of supervision and training.
3. Exercises appropriate judgment.
4. Ability to engage with individuals and the public with tact and effectiveness, projecting professionalism at all times.
5. Ability to create an environment characterized by mutual support and enhanced productivity.

## ABOUT THE POSITION (CONTINUED):

### The ideal candidate will have the following knowledge and personal attributes (continued):

6. Ability to adapt and adjust to changes in organizational, programmatic, or team priorities.
7. Organize work and effectively establish priorities.
8. Effectively lead the work of the unit of Eligibility Technicians.
9. Communicate professionally, clearly, concisely, and effectively orally and in writing.
10. Establish effective working relationships with management, employees, the general public, and diverse populations.
11. Perform tasks in the Microsoft Office 365 suite of programs (Excel, Outlook, Teams, and Word)

## MINIMUM QUALIFICATIONS:

*These are entrance requirements for admission to the examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligibility list. A candidate's performance in the exam will be judged in comparison with the performance of other candidates.*

### Experience:

#### Either I

One year of experience in the class of Eligibility Technician in the Housing Authority service.

#### Or II

Six years of experience that required determining eligibility for public assistance programs at a level comparable to that of Eligibility Technician (possession of a bachelor's degree may be substituted for four (4) years of the required experience; an AA degree for two (2) years of the required experience).

#### AND

Either six months' experience in a lead or supervisory capacity or completion of at least two courses in or closely related to supervision.

#### Or III

Some acceptable combination of education and appropriate experience.

### License:

Possession of a valid California Motor Vehicle Driver's license.

## DESIRABLE QUALIFICATIONS:

Strong candidates for conducting eligibility assessments for housing programs must possess exceptional verbal communication skills and the ability to interact professionally with all stakeholders. Strong leadership qualities are also required to efficiently lead their team. Additionally, the candidate should have exceptional written skills and meticulous attention to detail. Proficiency in working with diverse groups of people and individuals is a prerequisite. Knowledge of HUD regulations and guidelines related to housing programs and eligibility criteria is crucial for this role.

## BENEFITS

HACA offers a comprehensive and competitive benefits package that affords wide-ranging healthcare options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discounts, and fitness and health screening programs focused on overall well-being. These benefits include but are not limited to\*:

### For your Health & Well-Being:

- Medical – HMO & PPO Plans – HACA contributes a fixed amount toward employee medical insurance under one of several recognized programs)
- Dental – HACA pays the premium for dental insurance for the employee and dependents.
- Vision - HACA pays the premium for a vision plan for employee coverage; employees can pay premium for dependents.
- Basic Life Insurance - HACA pays the premium for a group life insurance benefit plan.

## **BENEFITS (CONTINUED)**

### **For your Health & Well-Being (continued):**

- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- Employee Assistance Program

### **For your Financial Future (Reciprocity ability):**

- Retirement Plan - Both the employee and HACA contribute to the Alameda County Retirement Association (ACERA). Employees entering ACERA after 1/1/2013 enter at the Tier 4 benefit level. Tier 4 mandatory employee contributions are 9.30% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.
- Deferred Compensation Plan (457 Plan or Roth Plan)

### **For your Work/Life Balance:**

- 14 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Catastrophic Sick Leave
- Credit Union - HACA employees are eligible to join a Credit Union.

### **Work Week:**

- This position at HACA follows a 9/75 work schedule which means employees work for nine consecutive days and then have a day off every other Friday. This type of shift system reduces fatigue and burnout among the employees. The schedule for the two weeks is as follows:
  - Week 1, Monday to Friday, and,
  - Week 2, Monday to Thursday.

## **BACKGROUND CHECK & PRE-EMPLOYMENT PHYSICAL:**

### **Background Check:**

As part of the application process, we may conduct an investigation into an applicant's employment history and contact their references. If the results of this investigation raise concerns, it may lead to disqualification from consideration for the position. Additionally, we will also take fingerprints for a criminal history review. A past conviction will be carefully considered on a case-by-case basis, taking into account its relevance to the job in question. While a conviction may result in the termination of eligibility for employment, it will not necessarily disqualify an applicant from consideration. Ultimately, the Personnel Committee or Executive Director will make the final decision.

### **Pre-Employment Physical:**

It is a requirement for all newly hired individuals to undergo a pre-employment medical examination, with employment offers being contingent on successfully passing the examination. HACA retains the right to disqualify candidates based on the report provided by the examining physician.

**HOW TO APPLY & TENTATIVE SELECTION PLAN:**

**How to Apply:**

- 1. Application materials are available on the HACA website at: <https://www.haca.net/employment/job-listings/>
- 2. Applications must be submitted by 11:59 p.m. on Tuesday, October 10, 2023, unless extended.

**Application:**

All the following documentation is **REQUIRED**, and the application packet **MUST** be submitted for the applicant to receive full consideration. All applicants must submit an application packet consisting of:

- 1. Compelling cover letter explaining interest and qualifications; and,
- 2. Resume; and,
- 3. Completed HACA employment application; and,
- 4. HACA supplemental questionnaire.

Applicants may submit their application packet using one of the following methods:

- 1. Email your application packet to: [jobs@haca.net](mailto:jobs@haca.net)
- 2. Mail your application packet to: (Postmark **MUST** before 11:59 pm on Tuesday, October 10, 2023)

**HACA / Attn: Mildred Otis, Human Resources Manager**  
22941 Atherton Street  
Hayward, CA 94541

**Tentative Selection Plan:**

Applicants will be informed via email with reasonable notice in advance of any examination process which will require their attendance. The following dates are tentative and subject to change based on the needs of HACA:

Deadline for Filing:	Tuesday, October 10, 2023 @ 11:59 pm
Review for Minimum Qualifications:	Week of October 9, 2023
Written Examination:	Week of October 23, 2023
Panel Interviews (in person):	Week of October 23, 2023
Second Interviews (in person)	Week of November 6, 2023
Selection and Offer:	Week of November 13, 2023
Anticipated Start Date:	December 4, 2023

**WE RESERVE THE RIGHT TO MAKE CHANGES TO THE ANNOUNCED RECRUITMENT & SELECTION PLAN**

HACA’s Human Resource Department will make reasonable efforts in the examination and/or selection process to accommodate qualified individuals with disabilities and/or medical conditions in accordance/compliance with the State Fair Employment and Housing Act (FEHA), Federal Americans with Disabilities Act (ADA) HACA’s Reasonable Accommodation Policy and applicable statutes.

To request accommodation due to a disability/medical condition during this or other phases of the examination/selection process, please contact the Human Resources Representative listed on the job announcement before the last date of filing. HACA requires applicants to provide supporting documentation to substantiate a request for reasonable accommodation. In order to qualify for reasonable accommodation, applicants must have a disability/medical condition pursuant to the ADA, FEHA, and applicable statutes. For more information regarding our Reasonable Accommodation procedures, please visit our website, <https://www.haca.net/participants/reasonable-accomodations/>

**EQUAL EMPLOYMENT OPPORTUNITY:**

HACA has a diverse workforce that is representative of the communities we serve and is proud to be an equal-opportunity employer. All aspects of employment are based on merit, competence, performance, and business need. HACA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors protected under federal, state and local law. HACA celebrates diversity and is committed to creating an inclusive and welcoming workplace environment.

## **EXAMINATION:**

Applications and other required related documents must be filed within the official period advertised for each examination. Applicants are responsible for the truth of all statements made in their applications and other related documents. False statements are grounds for rejection of an application or discharge from HACA employment in accordance with applicable HACA Personnel Rules.

The examination will consist of the following steps:

1. Screening of all applications to identify those applicants who meet the announced minimum qualifications for acceptance into the exam.
2. Review of applications of those candidates who meet the minimum qualifications for selection of those best qualified to continue in the exam process.
3. A job-related in-person interview (worth 90%) and an in-person written exercise (worth 10%) of the candidate's overall score.

The examination will measure an applicant's:

- Knowledge of local and Federal laws, rules, and regulations pertaining to public housing; policies and regulations relating to the determination of "unusual cases"; principles of individual and group behavior; research and statistical methods used in the collection and analysis of data; principles of supervision and training.
- Ability to deal tactfully and effectively with people; represent a proper and attractive manner to applicants and the public; establish and maintain cooperative working relationships; organize work and effectively establish priorities; effectively direct the work of the unit of Eligibility Technicians.

**THE SUPPLEMENTAL QUESTIONNAIRE FOLLOWS ON THE NEXT PAGE.**

## **SUPPLEMENTAL QUESTIONNAIRE:**

The HACA employment application and supplemental questionnaire can be downloaded from HACA's website at [www.haca.net](http://www.haca.net). If you have any questions, please call the HR department at (510) 727-8517. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510) 727-8517.

### **ELIGIBILITY LEAD WORKER SUPPLEMENTAL QUESTIONNAIRE**

The purpose of this questionnaire is to provide candidates with the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements and are the best qualified for the position will continue in the exam process.

#### **DIRECTIONS:**

It is critical that you respond to this Supplemental Questionnaire completely; however, please limit your responses to one page for each question. Indicate your name on each page of your response.

Please be advised that although you may possess the minimum qualifications requirements for this exam, you are not guaranteed advancement in the selection process.

Return your completed application and supplemental questionnaire immediately, as the exam may close at any time period. Applications submitted without a completed supplemental questionnaire will not be considered.

1. Please discuss your background and qualifications as a housing professional and how they make you an ideal candidate for the Lead worker position.
2. Can you describe a time when you conducted an eligibility interview and encountered vague or misleading information from the participant? How did you handle the situation and ensure a thorough review was completed?
3. If a co-worker was struggling to complete eligibility redeterminations on time, what advice would you give them?
4. What experience do you have with auditing files for compliance with regulations? How do you identify training needs, and what is your responsibility as a lead worker for reporting errors?
5. Please share an example of a work project or situation where you took a leadership role. What strategies did you use to complete the project successfully, and why do you consider it successful?
6. You have been tasked with training your colleagues on using Excel spreadsheets. What are the top five things everyone should know about Excel, and why are they important?
7. Finally, can you provide three examples of housing program integrity, along with an example from your own work experience for each? Please also include the associated job/employment for each example.