



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

**Intake Coordinator Section 8
Berkshire Housing Development Corporation**

Position Title:	Intake Coordinator
Last Reviewed:	March 31, 2023
Department:	Section 8
Position Status:	Full-time
Classification:	Exempt
Reports to:	Rental Housing Manager

Position Statement

The Intake Coordinator is responsible for verifying applicant eligibility for the Section 8 Program and for issuing vouchers for those applicants that qualify. This program is governed by the Department of Housing and Community Development's Administrative Plan and the U.S. Department of Housing and Urban Development (HUD). The Intake Coordinator works in conjunction with BHDC's Rental Housing Team Members in fulfilling the requirements of this position. This position will require a focus on the development of strong collaborations, particularly with community property owners and other human service agencies.

Essential Responsibilities

BHDC Section 8 Waiting Lists

Responsible for the maintenance of waiting lists for all rental assistance programs. This includes explaining waiting list procedures to those that inquire, entering all new applications, selecting applicants for participation, regularly updating the applicant's status, determining preliminary eligibility, providing reports, and exporting files as needed.

Program Eligibility

Responsible for explaining program eligibility requirements, obtaining required signatures, income and asset verifications, CORI requests, preference documentation, citizenship verification and all other regulatory and procedural information. Must make final determinations of applicant's eligibility.

Briefing Sessions

Conduct group or individual briefing sessions in accordance with DHCD, HUD and BHDC regulations and policies for those determined eligible for rental assistance. Enter family information in required software program (MRI)

Voucher Monitoring

Responsible for the tracking and monitoring of all applicants who have been issued subsidies and are in the process of conducting their housing search. Follow up with applicants as to their housing search progress. Track the expiration dates of all vouchers and notify applicants in writing at least 30 days prior to the expiration date. Become familiar with the private market vacancies and make referrals to those needing assistance with their housing search. Review for completeness all Requests for Tenancy Approvals and forward for inspection scheduling.

Denials

Send proper denial notice to those determined ineligible.

Inspections

Schedule annual, biennial, and initial inspections meeting regulatory deadlines determined by DHCD and HUD. Send inspection appointment notification letters to tenants and landlords. Process completed inspections.

Program Outreach

Distribute applications and information to agencies and owners that may have contact with eligible applicants.

Education and Experience

- High school diploma, equivalent or lived experience
- Associate degree preferred
- Bi-lingual (Spanish)

Required Skills or Abilities

- Customer Service orientated
- Excellent verbal/written communication
- Proficient in Microsoft Word, Excel, and Outlook
- Sensitive to the needs of the homeless, low income and diverse populations

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change anytime with or without notice.

This document does not extend an offer for permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: _____

Team Member Signature: _____

Date: _____