



Bering Straits Regional Housing Authority

PO Box 995, Nome, Alaska 99762 (907) 443-5256-Office (907) 443-8652-Fax

JOB DESCRIPTION

Job Title: Homeowner Assistance Fund Program Coordinator
Job Status: Regular Full-Time, Temporary (Non-Exempt)
Department: Housing Management
Reports to: Housing Manager
Salary Range: \$28.00 - \$35.00 per hour / +DOE

POSITION SUMMARY:

Bering Straits Regional Housing Authority is seeking a HAF Coordinator to determine eligibility for the COVID-19 Homeowner Assistance Fund Program. This emergency mortgage/homeowner relief program will provide mortgage assistance and utility assistance to homeowners/mortgage holders in Nome, Alaska and 14 of the communities within the Bering Straits region to mitigate the economic impacts of COVID-19, and enable homeowners/mortgage holders to pay their back mortgage payments, current mortgage payments, and/or utilities to access or maintain housing.

The work is focused on areas including, but not limited to, conducting outreach to households in the Nome area and within the region, distributing and collecting eligibility forms, applications, and supporting documents, and entering information into our applicant portal. This position will be expected to determine applicant eligibility for the Homeowners Assistance Fund Program, answer questions and respond to applicants, mortgage companies, utilities providers and the public regarding program policies and procedures, and coordinate with selected applicants, mortgage companies, and the Finance Department to ensure payment is properly disbursed. The HAF Coordinator will work to support Bering Straits Regional Housing Authority's efforts to provide housing stability to the region in an expedited manner.

ESSENTIAL FUNCTIONS:

- Performs community and regional outreach and follow-up
- Performs required data entry;
- Reviews submitted/assigned Homeowner/Mortgage Holder Fund Program applications for accuracy, completeness, and eligibility;
- Accurately determines applicant eligibility for HAF payment based upon established eligibility criteria;
- Checks and tabulates standard mathematical data to determine program award;
- Coordinates with selected homeowner, mortgage company, utilities provider, and the Finance Department to ensure all mortgage companies and utilities provider forms are submitted and payment is properly disbursed;
- Informs applicants of program procedures and required documentation for program eligibility;
- Answers questions and responds to contact from homeowners and mortgage holders, and the public and explains BSRHA's program policies, procedures, and available courses of action;
- Provides technical assistance to Community Based Organizations who are assisting clients with application submissions
- Conducts comprehensive audits of client case files to ensure eligibility determinations, mortgage payment disbursements, case management activities, and documentation are accurate, complete, and in accordance with applicable policies, procedures, and applicable funding source rules and regulations;
- Conducts administrative reviews regarding the denial of client eligibility; reviews data, evaluates applicable rules and regulations and makes determination of client eligibility for program assistance;

- Pulls case records, conducts research regarding problems or concerns, and takes corrective action as appropriate;
- Develops and maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information;
- Uses appropriate judgement and accurately documents case files;
- Utilizes dashboards, MIP, Access, and Excel spreadsheets to track status of assigned applications.



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- Researches, compiles, analyzes, and organizes information and data from various sources on a variety of specialized topics related to assigned areas;
- Performs other duties as assigned.

KEY RELATIONSHIPS:

- Work closely with the Housing Manager
- Work closely with the Finance Department
- Work closely with AHFC and other regional organizations running mortgage relief programs

KNOWLEDGE AND SKILLS:

- Perform specialized and technical eligibility and case management work with accuracy, speed, and minimal supervision;
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner;
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations as outline by BSRHA
- Understand the organization and operation of BSRHA and of outside agencies as necessary to assume assigned responsibilities;
- Make accurate arithmetic and financial computations.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and other software applications programs;
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner;
- Organize own work, set priorities, and meet critical time deadlines;
- Use English effectively to communicate in person, over the telephone, and in writing;
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines;
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Multi-tasking; ability to manage large casefiles and high productivity

BSRHA is an Equal Housing Opportunity Employer. This position is subject to the Alaska Native/American Indian employment preference under Section 7(b) of the Native American/Alaska Native Housing and Self Determination Act, and Section 3 of the Housing and Urban Development Act of 1968 (12 U.S. C. 1701U) and Regulations in 24 CFR part 135.