

# RENTAL INTEGRITY PROGRAM SPECIALIST

**Status:** Union

**Function:** The Rental Integrity Program Specialist is a responsible position, which requires the incumbent to be in frequent contact with private landlords and tenants receiving housing assistance through the FRHA. The Rental Integrity Program Specialist investigates and follows up on potentially fraudulent activities by either tenants or landlords. The incumbent in this position assists in gathering facts, preparing cases, and in determining continuing financial and programmatic eligibility of the tenants receiving housing assistance and the landlords providing their housing.

**Supervision:** The Rental Integrity Program Specialist reports directly to the Director of Leased Housing and also works in conjunction with the General Counsel, Assistant Director of Leased Housing and Compliance Officer.

## **Essential Job Duties:**

- Investigates and follows-up on possible fraud by tenants and/or property owners, involving property ownership, unreported income, additional family members with unreported income, etc.
- Serves as the Authority's primary point-of-contact for matters concerning reports of potential fraud committed by program participants and/or property owners.
- As appropriate, informs the Director of Leased Housing and Assistant Director of Leased Housing of investigative activities.
- Identifies fraudulent activity and assists in recovering any monies due the Authority, including but not limited to setting up repayment agreements and following up on delinquent accounts.
- Completes written decisions and notifications on all terminations and coordinates with and provides copies to the Assistant Director of Leased Housing, Compliance Officer and appropriate staff members.
- Responsible for keeping the Director of Leased Housing, Assistant Director of Leased Housing and Compliance Officer abreast of all investigations where program termination is planned.
- Recommends further legal action to the Director of Leased Housing and General Counsel as warranted.
- Attends hearings relating to matters of fraud and program integrity where the Authority is taking action against tenants and/or Landlords. Attends court related matters *as needed*.
- Processes paperwork for small claims and civil case matters and presents to General Counsel to be filed for court hearing related matters.
- Runs EIV reports and IVT tool monthly to detect unreported income

- Maintains FYE report on monies owed/received and reports information to Executive Director when needed
- Maintains confidentiality on all investigations performed and keeps records secured
- Issues written decisions, including program termination notices, in accordance with agency policy and procedure. Forwards copies to department leadership and other FRHA staff, as appropriate.
- Informs participants in writing of their right to request an Appeal Hearing, a Reasonable Accommodation, and/or protections under VAWA at such times as program regulations require.
- Refers cases involving civil matters/actions to Legal Counsel. Maintains records of same.
- Conducts conferences related to unreported income of head of household and/or family members.
- Prepares evidence and documentation to be used in hearings and presents evidence and/or documentation at these hearings.
- Conducts outreach with federal and state government agencies, law enforcement entities, non-profit organizations, and private companies with relationship to new and ongoing fraud initiatives. Obtains police reports/arrest reports and acts accordingly after reports have been reviewed. Maintains security of these reports.
- Identifies training opportunities to improve job skills and knowledge.
- Stays abreast of new initiatives, current issues and trends in the field by communicating with other agencies with similar interests.

### **Secondary Job Duties:**

- Either the Executive Director or Deputy Executive Director may assign the incumbent to carry out similar duties for the Public Housing Program on a temporary basis depending on the changing needs of the Fall River Housing Authority.
- Available to work outside of designated hours and from outside the office on an as-needed basis when investigation is warranted.
- Any other related duties as assigned and/or required.

### **Performance Criteria:**

This position will be evaluated on the ability of the incumbent to work independently and collaboratively, to identify and report problems, and to maximize the recovery of legitimate rent, consistent with HUD and DHCD requirements, which is due to the Authority as a result of under-reporting, non-reporting, or other fraudulent activity. A firm and consistent demeanor with demonstrated good judgement in dealing with landlords and tenants receiving housing assistance are required.

### **Qualifications and Skills:**

- Knowledge of HUD and DHCD regulations, program compliance issues, and federal and state privacy laws with regard to subsidized housing programs. Must be familiar with the Fall River Housing Authority Administration Plan.
- Possesses a thorough understanding of the FRHA Administrative Plan as it pertains to HCVP program requirements.
- Working knowledge of criminal law and procedures.
- Demonstrated experience in case investigations, case preparation and case disposition.
- Prior experience interacting with legal professionals and a good knowledge of the legal system.
- Demonstrated ability to review and understand a variety of court-related documents, federal, state, county, and municipal documents, police reports, and other related legal and judicial documents.
- Ability to use the Registry of Motor Vehicles database and other public records as research tools for investigating fraud.
- Thorough knowledge and experience in hearing and conference settings.
- Excellent math skills, interview skills and writing abilities.
- Ability to work collaboratively with other agency staff.
- Ability to interact with diverse populations.
- Ability to work on a number of cases simultaneously.
- Ability to communicate effectively with federal, state, and local agencies and maintain good working relationships with all.
- Computer literacy required including knowledge and ability with desktop software applications.
- Ability to work well independently with little or no direction.
- Ability to prepare clear and concise reports.
- Must possess a strong command of the English language including grammar and spelling with the ability to assemble and evaluate factual information.
- Ability to interview effectively in person and by telephone.
- Ability to be flexible and take on varied assignments as required.
- Ability to communicate in Spanish is helpful, but not required.
- Must possess a valid driver's license and own transportation.
- Should investigations need to take place prior to or after work hours must be available to do so, and work from outside the office as needed.

### **Experience and Education:**

High School education with at least five years of experience in a legal, law enforcement, or investigatory setting involving all aspects of case work from investigations through disposition. Some experience with Housing Authorities preferred; **or**

Associates Degree with at least three years of experience in a legal, law enforcement, or investigatory setting involving all aspects of case work from investigations through disposition. Some experience with Housing Authorities preferred; **or**

A Bachelor's Degree with at least one years of experience in a legal, law enforcement, or investigatory setting involving all aspects of case work from investigations through disposition. Some experience with Housing Authorities preferred; **or**

**Physical Demands:**

SEDENTARY (requires lifting 10 lbs., carrying small objects) \_\_\_\_\_  
LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs.)   X    
MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs.) \_\_\_\_\_  
HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs.) \_\_\_\_\_  
VERY HEAVY (requires lifting over 100 lbs., such as moving furniture) \_\_\_\_\_

CODES: C = Continuously, F = Frequently, O = Occasionally, and R = Rarely

A. Standing	<u>  F  </u>	H. Reaching	<u>  O  </u>	O. Crawling
<u>  O  </u>				
B. Sitting	<u>  F  </u>	I. Handling	<u>  F  </u>	P. Bending
<u>  O  </u>				
C. Walking	<u>  F  </u>	J. Fine Dexterity	<u>  F  </u>	Q. Twisting
<u>  O  </u>				
D. Lifting	<u>  O  </u>	K. Kneeling	<u>  O  </u>	R. Climbing
<u>  F  </u>				
E. Carrying	<u>  O  </u>	L. Crouching	<u>  O  </u>	S. Balancing
<u>  O  </u>				
F. Pushing/Pulling	<u>  O  </u>	M. Foot Controls	<u>  F  </u>	T. Vision
		<u>  C  </u>		
G. Hearing	<u>  C  </u>	N. Talking	<u>  F  </u>	U. Other
<u>                    </u>				

**Salary:**

See Salary Schedule.