



TEMPORARY POSITIONS

The Virgin Islands Housing Finance Authority is seeking qualified applicants for the following positions for the St. Thomas/St. John and St. Croix Districts:
EMERGENCY RENTAL ASSISTANCE PROGRAM ELIGIBILITY REVIEWER
(16 Employees Needed - 8 in the St. Thomas/St. John District & 8 in the St. Croix District)

The Emergency Rental Assistance Program (ERAP) Eligibility Reviewer is responsible for application processing for the Emergency Rental Assistance Program.

ESSENTIAL FUNCTIONS:

- ⇒ Conduct Level 2 quality control review of rental assistance application to ensure that all documents necessary to complete eligibility determination and calculation of benefit amount are in file; identify issues or missing information/documents and refer file to “Chase Team” for resolution, as needed.
- ⇒ Complete preliminary determination of applicant eligibility
- ⇒ Contact provider(s) – i.e., landlord or utility company – to verify applicant’s account balance and to obtain requisite payment documents.
- ⇒ Calculate recommended benefit amount.
- ⇒ Prepare draft correspondence to applicant and provider, as appropriate, utilizing template letters.
- ⇒ Transmit file to Eligibility Team Manager for review and first level approval.
- ⇒ Update running case record (case notes) with relevant information.
- ⇒ Prepare weekly report summarizing file reviews conducted, application status/disposition.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

Education: Associates Degree in Social Work or related field desirable

Experience: 3-5 years of experience as a caseworker in a public or non-profit social service or housing agency. An equivalent combination of education and experience

Knowledge, Skills & Abilities: Excellent customer service skills; Bilingual proficiency in Spanish or Haitian Creole desirable; Knowledgeable in the area of intake interviewing and eligibility determination; Ability to multi-task, work collaboratively in a team-oriented environment and problem-solve; Computer literate to include Microsoft Word, Excel, and Outlook; Excellent oral and written communication skills and analytical abilities; Ability to be flexible and work under pressure; Ability to work harmoniously with other agency personnel; Ability to maintain confidentiality in all assignments; Ability to read and interpret program regulations and related technical guidance and apply, as necessary, to ensure program compliance; and a Valid Virgin Islands Driver’s License

SALARY: \$20.00 per hour; no benefits

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, resume/vitae and three (3) current professional letters of recommendation. During the Stay-at-Home period, application packages will only be accepted electronically at hr@vihfa.gov. Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov.

Multiple positions are needed in both Districts. This vacancy announcement will remain open until all positions are filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer