



## **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 TEAM MANAGER**

(2 Employees Needed - 1 in the St. Thomas/St. John District & 1 in the St. Croix District)

The Emergency Rental Assistance Program (ERAP) Eligibility Team Manager is responsible for supervising the Eligibility Reviewers for the Emergency Rental Assistance Program.

#### **ESSENTIAL FUNCTIONS:**

1. Oversee day-to-day operation of the Eligibility Review Team including management of workflow to ensure timely processing of applications.
2. Supervise Eligibility Reviewers responsible for eligibility determination including assisting Eligibility Reviewers in understanding program regulations, policies and procedures, as needed.
3. Provide support to Eligibility Reviewers with problem-solving complex files.
4. Review applicant files – entails review of file checklist and verification that all documents necessary to complete eligibility determination and calculation of benefit amount are in file; read case notes and relevant correspondence to ensure understanding of the applicant's circumstances; identify any missing information and provide feedback to the case manager.
5. Review eligibility determinations and calculation of recommended benefit amount; provide first-level approval of eligibility determination.
6. Transmit file to District Chief for review and second-level approval.
7. Prepare weekly report summarizing file reviews conducted by Eligibility Reviewers, and application status/disposition.
8. Participate in meetings with District Chief, Program Manager, and other program personnel to review program status, identify issues, problem-solve, and implement new strategies to improve service delivery (program performance).

#### **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

**Education:** Associates Degree in Social Work or related field desirable

**Experience:** 5-7 years of experience as a caseworker in a public or non-profit social service or housing agency. 1-3 years of supervisory experience in customer service. 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 supervise employees; 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:** \$22.00 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](mailto: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](http://www.vihfa.gov). **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*