Human Resources
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Housing Program Specialist

JOB CODE	JOB FAMILY	PROFILE
JCP108	**Health and Social Services**	**Housing Program Specialist**
PAY TYPE	PAY RANGE	REVISION DATE
Salary	**$47,445.00 - $74,901.00**	**May 11, 2026**

The Housing Program Specialist provides technical guidance and support in the daily operations of housing programs. Assists in implementing program goals and ensuring compliance with Housing and Urban Development (HUD) and County standards. Responsibilities include quality control, staff training and oversight, file auditing, public inquiries, and support services for clients, with a focus on trauma-informed care and community engagement.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides technical support and guidance to housing staff to ensure consistency and compliance.
- Maintains program files, responds to inquiries from the public, and resolves complaints related to housing services.
- Supports implementation of program goals, objectives, and procedures in alignment with HUD and County standards.
- Monitors staff performance to ensure adherence to housing program policies and timelines.
- Provides direct support to adult clients in managing community living responsibilities, utilizing conflict resolution strategies and trauma-informed care approaches.
- Plans and organizes community-building events and activities to foster client engagement and inclusion.
- Prepares periodic reports and summaries on program activities and outcomes.

- Reviews housing program actions such as waitlist eligibility, tenant/landlord participation, and purge list coordination.
- Assists in the review and approval of termination notices to ensure accuracy and regulatory compliance.
- Delivers training and instruction to Section 8 and other housing staff in a professional and comprehensive manner.
- Assists in preparing performance evaluations for housing program employees.
- Participates in audits related to HUD, grant compliance, and internal quality assurance.
- Conducts quality control reviews of Section 8 and other housing program files.
- Supports the review and processing of reasonable accommodation requests.
- Assists in handling Inspection of Public Records Act (IPRA) requests related to housing programs.
- Maintains confidentiality while working with sensitive information, records, and decisions.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in Business Administration or a related field.
- One (1) year of work experience in housing related programs.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Most essential duties are performed indoors in a temperature-controlled environment.

- Work takes place on an even, dry surface such as tile or carpet.
- Duties are performed primarily independently, with occasional work as part of a team.

EQUIPMENT, TOOLS, AND MATERIALS

- Common office equipment used includes a telephone, computer, printer, photocopier, fax machine, and calculator.
- Materials handled include forms, reports, files, various documents, and a range of basic office supplies.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization's Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver's License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.