

**Position Description**

JOB TITLE: **HCV Manager**
(Salary range: \$55,000 - \$65,000)

REPORTS TO: **Grants Manager**

DEPT./DIVISION: **RESIDENT SERVICE/HOUSING CHOICE VOUCHER**

FSLA STATUS: **EXEMPT**

Under the direction of the Director of Operations, this position provides day-to-day administration oversight and monitoring of the Housing Choice Voucher (HCV) program, Family Self Sufficiency (FSS) program and performing quality control reviews. Ensures that policies and guidelines, established by the Housing Authority of Fulton County, Georgia (HAFC) and the United States Department of Housing and Urban Development (HUD).

MAJOR DUTIES AND RESPONSIBILITIES:

1. Provides direction, oversight, and monitoring of all aspects of the HCV program and FSS program.
2. Monitors activities and provide direct supervision of staff responsible for applicant eligibility and tenant compliance with the HAFC's HCV and Low Income Public Housing (LIPH) staff that are responsible for the nine (9) units of conventional Public Housing.
3. Facilitates investigation of complaints from property owners, program participants, staff or others and resolves problems as needed.
4. Studies, analyzes and assist with the evaluation of the efficiency, quality and existing work processes and methods.
5. Plans and monitors work assignments for timely completion; even work distribution and expeditious processing.
6. Ensuring that clear auditable evidence is maintained to support the status of the HCV program performance in relationship to HUD's Section 8 Management Assessment Program (SEMAP) to include, all fourteen (14) indicators are effectively managed to support high performance.
7. Conducts a quarterly SEMAP audit with a random sample audit of files to document compliance with SEMAP, HAFC's policies, procedures, and performance standards and provides the annual

data including compiling the supporting documentation to the Compliance Monitor for SEMAP submission per HUD requirements

8. Responsible for monitoring and reporting the performance of the HCV Program on a monthly basis by ensuring that departmental goals in relationship to HAFC Annual and Five Year Plans are tracked and achieved and reported on in a timely fashion.
9. Ensuring all HCV Program files and reports and any other pertinent information is available, accurate, and easily accessible for any outside auditors.
10. Assists, if necessary, in the arbitration of disagreements between clients and landlords, in an effort to reach a suitable agreement to all parties.
11. Provides direct training or may facilitate staff training of HCV, LIPH and FSS programs.
12. Provides supervision of the HCV and FSS staff to ensure is operating efficiently and effectively.
13. Establishes a comprehensive Quality Control system that monitors the effectiveness and ensures the integrity of the HCV program.
14. Monitors Enterprise Income Verification (EIV) reports to ensure program integrity (i.e. deceased tenants, duplications, new hires and immigration reports).
15. Implements and monitors quality control standards; evaluates performance measures established and their usefulness; recommends changes as needed.
16. Ensures strict compliance of agency programs with Federal and State guidelines and regulations; researches and analyzes new Federal and State guidelines.
17. Works closely with the Director of Operations to define and develop effective performance indicators and quality control goals and guidelines.
18. Conducts quality control file reviews according to quality control protocol for HCV and LIPH Program.
19. Issues reports of audit and work with key staff to remedy internal and external audit findings through technical assistance and training.
20. Undertakes special studies and assignments as directed by the Director of Operations and the Executive Director.
21. Works with HCV staff to review quality assurance findings; and assist with developing and implementing strategies for corrective actions.
22. Develops and issues regular quality control reports, on a monthly or other appropriate interval, including statistical results, analyses, and recommendations.
23. Conduct annual reviews or other HUD initiated compliance tasks, and any other duties as assigned.

24. Pull necessary reports from the TENMAST software system to track the program performance and to identify the sample files to be evaluated for quality control.
25. Investigate possible fraud cases and establish remedy as needed (i.e. repayment agreements, proposed terminations).
26. Performs other related works as assigned.

QUALIFICATIONS:

1. A Bachelor's degree in Business Administration, Social Science or a related field. Three (3) years of experience administering the regulations that govern subsidized housing and Housing Choice Voucher/Section 8 including or supplemented by experience in data collection and analysis, and quality control or risk assessment, or an equivalent combination of education and experience. SEMAP and PHA experience is a plus.
2. Knowledge of HUD and federal regulations as it relates to the Housing Choice Voucher/Section 8 Program, to include HUD forms, policies and procedures.
3. Knowledge of Conventional Housing Programs to include, Mixed-Finance and traditional public Housing will be considered an asset.
4. Knowledge of housing subsidies and interpreting trend analyses.
5. Knowledge of eligibility requirements for Section 8 program to include HCV/Section 8 admissions and continued occupancy policies and procedures.
6. Knowledge of SEMAP system and other HUD reporting systems such as PIC.
7. Knowledge of best practices in the area of quality control to include policies and procedures
8. Skill in oral communications to include disseminating technical information in a logical order, and being clear and concise as needed to explain HUD rules and regulations and HAFC policies and procedures. Able to communicate clearly, both written and verbal.
9. Skill in reading at a level to comprehend complex text such as Code of Federal Regulations and HUD rules and regulations regarding Housing Choice Voucher/Section 8 Program as needed to understand information to ensure compliance of HUD requirements.
10. Ability to develop clear and concise statistical and narrative reports as needed to comply with HUD rules and regulations and HAFC policies and procedures.
11. Ability to interpret the federal rules, regulations and policies of HCV / Section 8 and Public Housing programs as needed to ensure compliance with HUD policies and procedures.
12. Ability to interact with others (coworkers, supervisors, HAFC officials and the general public) to include courtesy, tact and diplomacy as needed to establish and maintain effective working relationships.

13. Ability to work independently with little supervision to include motivating self, managing time, and prioritizing as needed to determine which tasks require intervention by others and those that can be handled independently as needed to ensure work duties are completed in an accurate and timely manner.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Professional certification (HAFC determination if certification is adequate)(HCV Specialist) from a nationally recognized industry credentialed agency at hire. Additional training may be required as necessary to complete job functions and all training schedules will be at the direction of the HAFC.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive.

Computer, fax, copier, telephone, and other standard business office equipment.

SPECIAL REQUIREMENTS:

1. Possession of valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance carrier.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Printed Name

Employee Signature

Date

Position Title: HCV Supervisor

CORE COMPETENCIES AND QUALIFICATIONS

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high standards of performance; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive "can-do" attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively
- Summarizes input, then checks for understanding
- Listens without interrupting

- Uses correct grammar, spelling and punctuation
- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Employee Signature

Date



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