

HOUSING AUTHORITY OF THE CITY OF NEW BRITAIN

POSITION DESCRIPTION

Job Title: HCV Compliance Manager

Department: Admissions

Position Definition:

Reporting to the Executive Director, Director of Public Housing Programs or designee – the duties of this position include a wide range of activities in the administration of the Housing Choice Housing Voucher Program. This position will have overall responsibility for the performance and compliance with HUD rules of the HCV program. The HCV Program Manager will also be responsible for managing the daily activities, overall performance and compliance with HUD rules of assigned staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives oral or written work assignments from the Executive Director, Director of Public Housing Programs or Designee.
2. Manage assigned staff, prioritize and assign tasks and projects, counsel, coach, train and instruct employees as required, facilitate meetings with staff to review and discuss projects and work assignments.
3. Research regulations for Housing Choice Voucher Program by reviewing the federal regulations, regulatory bulletins, PIH notices, and other sources of information.
4. ·Serves as a resource for employees to respond to questions on policy, procedures, rules and regulations. Research information and external regulations and laws that may impact policy or compliance.
5. ·Manages the day to day auditing process; overseeing the implemented audit plans and conducting the program audits. The specific areas of audit include, but are not limited to: audit client's certifications, re-certifications, and/or interim reviews; audits of Special Programs and other audits as needed.
6. ·Prepares detailed summaries of audit findings that include corrective actions.
7. ·Conducts work process audits and Quality Control (QC) reviews for each assigned Housing Specialist to ensure compliance with all applicable rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations in the HCV programs.
8. ·Ensures monitoring, tracking or error reports for findings and work with employees on correcting the errors so that appropriate actions are taken to avoid similar errors and that responses are submitted in a timely manner.
9. ·Manages the performance and provides leadership and guidance to the assigned staff; promotes customer service and ensures that staff provide superior customer service to clients, residents and staff; interviews and assists with the selection of new staff; establishes personal development targets (training and development); provide training to

new staff; regularly monitors performance and provides coaching for performance improvement; hears and makes recommendations on employee complaints and disciplinary matters.

10. ·Initiates the progressive discipline process when necessary.
11. ·Prepares various reports for the Executive Director.
12. ·Communicates with applicants, participants, landlords/owners and co-workers in a manner that is courteous and professional.
13. ·Answers resident and landlord questions, providing information on status of rent, damage claims, property inspections, provisions of the lease and contract, program regulations, NBHA policies, and procedures, etc.
14. ·Returns calls to participants and landlords within one workday.
15. ·Participates in the revision of departmental policies and procedures.
16. ·Submits monthly performance reports (on the program's year-to-date SEMAP score and RIM issues) as required.
17. ·Performs other related duties and special projects as required.
18. May perform related physical inspection of apartments and Quality Control Sec. 8 Inspection.
19. Refers maintenance or repair matters to the Authority or property owner.
20. Refer needy applicants in emergency situation to food, funding sources and other temporary assistance.
21. Maintains liaison function with city, state social services and community agencies.
22. Prepares narrative and statistical information for city, state and federal agencies.

Duties and Responsibilities to Oversee within Assigned Specific Program Area Admissions

1. Assists in recruitment, training and evaluation of staff members.
2. ·Conducts briefings for Voucher-holders emphasizing housing opportunities outside areas of minority and low income concentration.
3. Ensures preparation, completeness and accuracy of participant files with all necessary participant-supplied documents and third party verifications (or documentation of why third party verifications are not present), including Requests for Tenancy Approval, HAP contracts (with HUD-required Tenancy Addendum) Inspection reports, rent reasonableness determinations and leases.
4. Holds semi-annual meetings for landlords, both to attract new ones and to inform and receive feedback from current ones.
5. Develops and maintains tenant information and tenant incidence files.
6. Enters and retrieves tenant related information through a remote computer terminal in an electronic filing system.

7. Maintains applicant Sec. 8 wait list information. Achieves a program-wide utilization rate of at least 98 percent.
8. Generates monthly reports, including PIC, hold reports, 50058's, HAP contracts and utility reimbursements.
9. Conduct ongoing reviews of Fair market rents, rent reasonable standards and utility allowance schedules.
10. Ensures timely and accurate payments to receiving PHA's working with Finance Dept.
11. Conduct grievance conferences/hearings when necessary.
12. Oversees management of incoming and outgoing clients under the portability feature of the HCVP.
13. Ensures initial, annual, special, and quality control inspections are performed in a timely manner and in accordance with HUD's Housing Quality Standards and applicable HANO requirements including the standards under SEMAP for sample size and frequency of quality control inspections.
14. Analyzes quality control inspections and makes proactive adjustments to procedures/policies based on trends.
15. Analyzes and assists in resolving Housing Quality Standards (HQS) compliance issues, PIC issues and SEMAP errors.
16. Provides training and informational updates to contractors, if applicable, to advise of changes in federal regulations, Administrative Plan and/or city and state building codes.
17. Owner requests for rent increases are approved only when documentation justifies the increases and there is budget authority to fund them
18. Other duties as assigned by Executive Director.

Supervised By: Supervises Tenant Selection Interviewers/ Occupancy Specialists.
Receives general direction from the Director of Public Housing Programs.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

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.

Job Competencies

- Knowledge of HUD policies, and other Federal, state and local laws, rules and regulations related to low income housing and NBHA policies.
 - Knowledge of good public policy practices and procedures, business English and basic mathematics. Knowledge of spoken and written Spanish preferred but not required.
 - Comprehensive and demonstrable knowledge of HUD HQS inspection procedures and HANO Section 8 policies and procedures.
 - Certification in HQS Inspection, Income, Rent and Voucher program administration required within first year of employment.
 - Excellent communication and interpersonal skills. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and the public.
 - Ability to supervise others effectively and collaboratively, reinforcing good performance and dealing firmly but fairly with less than satisfactory performance;
 - Ability to meet both internal and SEMAP program deadlines.
 - Ability to plan and prioritize work of self and staff.
 - Connecticut Motor Vehicle Operator's license and insurability by the Authority's automobile Insurance Carrier
- Bi-lingual ability in Spanish desirable.

Education and/or Experience:

Bachelor's degree from an accredited college or University in a related field and a minimum of three years of progressively responsible management experience in public housing, Section 8, tax credit housing, assisted apartment management, or local government housing work (e.g. code enforcement, planning, community development) is required. An equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position may be considered.

Technical Skills:

Incumbent performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to Voucher program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle complex interpersonal situations involving conflicts between assisted tenants and landlords with skill and professionalism. To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Knowledge of PHA-WEB a plus. Ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds

Note: The above description is illustrative of tasks and responsibilities. It is not meant to include every task and responsibility.

Public Housing Manager: Certification required within one year.