**Job Title:** Housing Choice Voucher Program Manager

**Job Description:**

**JOB SUMMARY**

The HCV Program Senior Staff Lead position is responsible for providing management and leadership required to support the daily operations of the Housing Choice Voucher Program. The position responsibilities include a wide range of activities related to performance and regulatory compliance. Work is performed in a fast paced, high volume transaction environment; the position will be required to establish data integrity through risk analysis, data evaluation and reporting. The position reports to the Director of Assisted Housing Programs and assists in managing the administrative and operational aspects of the Housing Choice Voucher Program while ensuring the delivery of excellent customer service.

 **Supervisory Responsibilities**

The incumbent is responsible for managing HCV supervisory and administrative staff. Responsible for effective operations of the assigned areas within the HCV Program, including meeting HASB’s goals, HUD requirements, and performance benchmarks related to participant eligibility, compliance, financial reporting, and waitlist management. This position may be called on to manage and lead the Assisted Housing Division in the absence of the Director.

 **Essential Job Functions**

A. Assist in managing and coordinating the operation of the Housing Choice Voucher Program including Special Purpose Vouchers and Project-Based Vouchers and ensuring compliance with and achieving a high-performance rating on the Section Eight Management Assessment Program (SEMAP) key indicators.

B. Provide oversight to Special Housing Programs (Project-Based Vouchers, and Special Projects) related to the HCV Program to ensure the administration of these programs meet all HUD regulations and comply with DHC policies. Oversight includes:

* Review all rental increases to ensure the increase is reasonable as related to other unassisted developments in the market area.
* Review the contract to determine if renewing the contract is in the best interest of HASB.
* Perform site visits to conduct file audits and Housing Quality Standards (HQS) audit inspections to ensure the development/property is being managed in compliance with HUD regulations and HASB policies.
* Provide corrective action plans to the site management if any deficiencies are revealed during the audit process, and implement sanctions if corrections are not made within the designated time frames.
* Conduct audit process annually; and initiate the process no more than 120 days prior to anniversary date of each assigned development/property.
* Perform other functions/duties as assigned by the Director of Assisted Housing or other agency Directors.

C. Program Integrity

* Monitor production, quality control and data integrity of transactions completed by staff.
* Ensure staff compliance of HASB’s Administrative Plan, Standard Operating Procedures and HUD regulations.
* Provide and or monitor reports on a monthly basis to ensure integrity in the HAP process to include but not limited to: Abatement Reports; HAPs on Hold; Expired Vouchers; Zero HAP Payment and monitor EIV reports.

D. Supervision and Staff Development

* Supervise and review work of staff as assigned.
* Determine staff training needs; coordinates training opportunities, develop training plans.
* Complete staff performance plans, evaluations and any disciplinary actions.

E. Customer Service

* Monitor and seek to improve customer service delivery.
* Serve as a point of contact to resolve non-routine issues for participants and landlords/owners.
* Assist with staff development and training in the customer service area.

**Required Skills:**

1. Knowledge of federal, state and local rules, regulations and standards related to subsidized housing, and of federal housing quality standards and some local building codes.
2. Knowledge of the range of HUD regulations, principles, and practices governing public housing administration and Section 8 Housing Choice Voucher programs.
3. Ability to communicate effectively both orally and in writing.
4. Knowledge of, and skilled in, risk analysis and data evaluation.
5. Working knowledge of tenant/landlord law and contract administration.
6. Demonstrated ability to work with a diverse, low income population and communicate effectively with a variety of clients, landlords, staff, and visitors, in a variety of situations; and to supervise others in the performance of their specified duties.

**Physical Effort and Working Conditions**

The incumbent typically performs work in an office environment.  The employee must be physically able to operate a variety of office machines; must be able to move or carry objects or materials weighing up to 10 pounds; and must be able to walk, stoop, bend or stand for moderate periods of time.

 **Other Requirements**

The incumbent must hold a valid Indiana state driver’s license; pass federal, state, and local criminal investigation clearances, and pass a drug screening test.

 **Minimum Qualifications (Education/Experience)**

Bachelor’s degree in business administration, public administration, housing management or related field. A Master degree is highly desirable. Three (3) to five (5) years of experience working directly in affordable housing but will consider an equivalent combination of training and experience which provides the required skills, knowledge and abilities. Must have at least one (1) year of managing supervisory-level staff.

 **Salary:** $40,000 to $50,000 w/benefits