



Housing Choice Voucher Program Director

The Housing Choice Voucher Program Director is responsible for providing the management and leadership required to support the daily operations of the Housing Choice Voucher Program Department. This position's duties include a wide range of activities including implementing Section 8 program rules and regulations, updating and enforcing the Administrative plan, monitoring staff performance, ensuring all work is completed accurately and within the specified time frames and making sure high levels of customer service are provided at all times. This position is a member of the Leadership Team and will require communication and coordination of work with other departments.

ESSENTIAL FUNCTIONS:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of responsibilities, duties and/or skills required. Other duties may be assigned.

1. Responsible to lead, promote and grow the HCV Program; establishing goals, setting the direction and monitoring the work which includes conducting program compliancy reviews of Section 8 participant files.
2. Responsible for monitoring and maximizing the Section 8 HCV allocation of units, waiting list management and funding from HUD using the HUD 2-year tools.
3. Responsible for the staffing and supervision of the HCV department staff; to include, but not limited to: yearly evaluations of the staff, assisting them with setting goals, determining training needs, evaluating work quality, monitoring staff productivity, and customer satisfaction. Responsible to monitor and approve direct staff time cards.
4. Responsible to work closely with the finance department in the development and monitoring of budgets. Responsible to post and reconcile the monthly portability payments and administrative fees for the port-in vouchers being administered by Westbrook Housing.
5. Responsible to run the Housing Assistance Payments processes; this is generally done at the beginning of the month, mid-month and end of the month.
6. Responsible to provide accurate data for Voucher Management System (VMS) submissions.
7. Responsible to review the Administrative Plan no less than once per year, revise as appropriate and prepare for presentation to the Board of Commissioners for approval.
8. Responsible to write or to assist in grant writing for future NOFA opportunities.

9. Responsible to introduce and direct the department as new HUD programs and software programs become available to the agency. Responsible for monitoring and updating the staff on rules and regulation changes.
10. Responsible for submitting data, monitoring of data for accuracy, making corrections and keeping records up to data in PIC and EIV. This will include keeping the HUD required records of work done.
11. Responsible to coordinate fraud investigations, applicant denials, voucher participant's termination, approve abatement and termination of payment to owners in accordance with HUD regulations and the Administrative Plan.
12. Responsible to monitor Fair Market rents, analyze and implement Payment Standards changes, exception rents, rent reasonableness testing and utility allowance schedules.
13. Responsible for the completion of reporting as required by this organization, the State, HUD, and other regulatory or contractual agreements; this will include SEMAP auditing.
14. Responsible to be a pro-active participant during any HUD audits, pertinent regulatory reviews, financial audits and on-site visits.

REQUIREMENTS OF WORK:

1. Ability to work independently with minimal supervision and coordinate, as required, with the Executive Director.
2. Ability to supervise a staff of housing professionals and properly delegate duties to the proper assignment of staffing and have positions cross trained to fill in as required to maintain efficiency.
3. Ability to develop and manage budgets.
4. Ability to analyze and process data to plan for program delivery over a one-to-two year time span.
5. Ability to analyze complex issues, evaluate alternatives and make logical recommendations based upon findings.
6. Ability to problem-solve issues of conflict between residents and owners regarding HCV rules and regulations.
7. Ability to deal in a positive and friendly manner with a variety of people from diverse backgrounds to include: elderly, low-income families, city, state and Housing & Urban Development officials, and the business and social services communities.
8. Ability to attend out-of-area/state conferences from time to time that may require overnight stays.
9. Ability to use Microsoft Word, Microsoft Excel, Microsoft E-mail, Scheduler and any other computer software including proficiency in the HAB/MRI client data management system and HUD data management system.

JOB QUALIFICATIONS:

1. A 4-year degree with a BA or BS in an appropriate discipline.
2. A minimum of 5 years of progressively responsible work experience for a housing agency or related experience in the social service or community service fields.
3. Office procedures, supervision, organizational and strong customer services skills. Excellent written and verbal communication skills.
4. Possess and maintain a valid Maine Driver License, and automobile insurance.
5. Certified Occupancy Specialist and HCV Executive Management Certification is required or must be obtained within 1 year of employment.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

REPORTS TO:

Executive Director

DIRECT REPORTS:

Housing Inspector
Program Officers
Program Assistant
Program Support Specialist

CLASSIFICATION:

Status - Exempt

(Employee Signature Date) (Executive Director Date)