

Position Title:	Manager of HCV/MTW Program	Department:	HCVP/MTW
Reports to:	Director of HCV/MTW Program	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	January 2024

Summary

This is a preliminary level supervisory position that performs a variety of duties pertaining to the occupancy, eligibility, and on-going operation of the Housing Choice Voucher-Moving to Work programs. Trains and reviews the work of staff engaged in performing initial certification, recertification and MTW services to ensure compliance with HUD and TGHA objectives. Manages participant file distribution to support timely departmental processes, including the planning activities associated with meeting SEMAP, MTW, HAP and other functions associated with providing correct rent subsidies to landlords on behalf of participants. Maintains technical, regulatory and process information in order to support program goals. Provides training, coaching and guidance to HCV and MTW staff and measures effectiveness and proficiency of work products in the department. Establish protocols to validate program integrity including conducting quality assurance reviews, oversight of vendors providing inspection and other services to the department. Represents TGHA professionally when interacting with participants, landlords and other stake holders and establishes departmental standards to provide for consistent professionalism throughout the department. Reviews and may generate HAP contract for approval. The position requires knowledge of HUD Rules and Regulations, SEMAP, MTW, Project Based Voucher and the TGHA Administrative Plan. Responsible for assigned activities by identifying issues, resolving concerns and general interaction with landlords, clients and stakeholders as required. Participates in the planning of departmental goals, strategizing, and implementation of action plans, performance measures, productivity standards, and program enhancements.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Supervises staff performing work which includes certification of initial eligibility determinations, annual recertifications, move, and interim certifications. May also supervise staff responsible for the Port-in/Port-out process. Ensures that PBV functions are performed in accordance with applicable rules, regulation and policies. Provides training, coaching and evaluation of assigned staff; coordinate, schedule, and monitor the work of assigned staff. Enforce tracking processes to ensure completion of productivity standards, performance expectations, and work plans which are linked to employee's performance evaluations. Receive and resolve landlord, and participant concerns; provides additional support and back-up to staff.
- Assists the Director of the HCV/MTW program in the selection of new employees, training, acting on employee concerns, and recommending and implementing discipline as required. Takes steps to recognize outstanding contributions by individual staff or the department overall when merited.
- Assists in ensuring that TGHA meets SEMAP, MTW and PBV compliance requirements by recommending and implementing appropriate and effective self-assessment tools and processes; assists in preparing annual SEMAP data for assigned indicators. Coordinates with FSS and MTW staff to ensure continuity and compliance in these areas.



Position Description

- Manages data related to daily activities of HCV program operations and develops and implements data tracking and reporting systems. Prepares reports including VMS, 2- year Tool, HAP registers or other tools which identify program performance.
- Assists with landlord service functions, including initial, annual, interim, special and quality control inspections, rent reasonableness determinations, landlord clearance, contracting, education and outreach to prospective landlords/units, supervision of staff, and monitoring of inspection contracts.
- Monitors HCV program performance and policy adherence; reviews client folders before quality control reviews; provides personnel training and development; and stays abreast of proposed changes in policies, procedures, guidelines, and best practices in personnel development.
- Oversees the timely preparation, review, and submission of a variety of reports, including PIC and EIV reports; submits reports to HUD as directed. Provides senior staff reports as requested.
- Administers EIV to include all HUD required portals.
- Anticipates waitlist needs, participates in the planning of the opening and closing of the PBV and HCV waitlist. Schedules briefings, manages calendar of events so that an outcome of balanced and timely activities occurs in the department.
- Oversees integrity of resident files; executes documents as required; and completes HUD forms as required.
- Oversees homeownership program operations by calculating HAP estimates and completing annual recertifications.
- Oversees HCVP transactions by reviewing and processing landlord rent increase requests for approval, notifying landlords, and providing documentation. Provides technical assistance to department staff. Reviews hold and abatement reports to ensure release or exclusion of payments.
- Provides customer service to residents and visitors, responds to inquiries, and resolves questions or issues as required.
- Assists with move-ins as required.
- Completes other related duties as assigned.

Behavioral Competencies

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

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive 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.

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.

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.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

Job Competencies

- Knowledge of the general operations and procedures of TGHA properties, particularly in relation to the Housing Choice Voucher Program
- Knowledge of the local, state, and federal laws governing the Housing Choice Voucher Program, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
- Skill in providing instruction on the HUD and TGHA Housing Choice Voucher Program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing Authority and/or HUD.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to select new employees, evaluate performance of subordinates accurately and timely, correct deficiencies, and to guide and assign personnel.
- Ability to establish, monitor, and achieve objectives through skillful delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.



Education and/or Experience

Bachelor's degree in business administration or related field and a minimum of four (4) years of progressively responsible experience with the Housing Choice Voucher Program. An equivalent combination of education and experience may be considered. Certification in HCV Rent Calculations required.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]