



Job Posting

Position: Lead HCV Case Manager/Supervisor

Summary: The Biloxi Housing Authority ("BHA") is seeking qualified candidates for the position of Lead HCV Case Manager/Supervisor. The primary purpose of this position is to oversee the planning, development, and administration of the Authority's Housing Choice Voucher program. This position also oversees a caseload of BHA clients. The incumbent is responsible for interpreting federal, state, and local regulations regarding the implementation of programs, and makes policy recommendations to ensure departmental compliance. This position is also responsible for preparing reports that measure the success of the program, and ensuring that HCV activities comply with applicable federal, state, local, and Authority regulations.

Experience/Education Requirements: Associate of Arts degree from an accredited college and major course work in Management, Public Administration, Social Work or related field, and two (2) years of experience in the administration of the Housing Choice Voucher Program; or High school diploma or GED and four (4) years of experience in the administration of a Housing Choice Voucher Program; or any equivalent combination of education, training and experience which, in the sole determination of BHA, constitutes the required knowledge and abilities.

Compensation: BHA offers a comprehensive and competitive benefits package. Salary is commensurate with experience and qualifications.

To apply for this position please submit resume, cover letter, and salary requirements to bhaemployment@biloxihousing.org. For more information on BHA, visit www.biloxihousing.org.

BILOXI HOUSING AUTHORITY

Position Description

Classification: **Lead HCV Case Manager/Supervisor**

Supervisor: **Deputy Executive Director**

Department: **Assisted Housing**

Status: **Exempt**

Pay Grade/Range:

Summary

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All activities must support the Biloxi Housing Authority ("BHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the housing authority.

1. Supervises the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training of current and new staff, acting on employee problems, and recommending and implementing discipline.
2. Oversees the operations of the Housing Choice Voucher program; plans, organizes, coordinates, monitors, and implements HCVP program to ensure that all functions are

BILOXI HOUSING AUTHORITY

Position Description

conducted in an efficient manner in accordance with federal, state, local, Authority, and HUD rules and regulations.

3. Ensures BHA meets SEMAP compliance requirements by developing and instituting appropriate and effective self-assessment tools and processes; develops custom forms and reports enabling supervisors to measure SEMAP indicators for compliance; ensures that departments utilize self-assessment processes, analyzes self-assessment data, and ensures that deficiencies are corrected.
4. Supports and coordinates with Finance Department on the development of the HCV operating budget. Monitors lease-up activity. Ensures that obligations and costs are in compliance with applicable laws. Maintains accurate internal records of activities and transactions.
5. Manages data related to daily activities of HCV program operations and develops and implements data tracking and reporting systems.
6. Ensures HUD performance standards and other reporting requirements are maintained at high performance level and/or improved if required; ensures accuracy and efficiency of all HCV utilization activities to include a comprehensive written quality control process; conducts reviews and audits to assure that policies, procedures, and regulations are adhered to.
7. Supervises the landlord services functions, which included 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.
8. Monitors HCV program performance and policy adherence, review of client folders before quality control reviews, personnel training and development, and proposed changes in policies, procedures, guidelines, and personnel development.
9. Represents the Authority's HCV program when meeting with elected officials, private landlords, housing advocacy groups and organizations, community associations, and other agencies to explain program policies, requirements, etc.
10. Responsible for the timely preparation, review, and submission of reports, including PIC and EIV reports, submitted to HUD, and executive staff related to the HCVP.
11. Prepares and presents a variety of reports, provides research information for senior management staff; prepares monthly reports on the status of the HCV program.
12. Maintains a program caseload as directed, by serving as on-going case manager for all Housing Choice Voucher participants and landlords, handling questions and complaints.

BILOXI HOUSING AUTHORITY

Position Description

13. Processes applications for Housing Choice Voucher assistance; conducts individual and group orientations.
14. Verifies income and family composition eligibility for prospective program participants and documents files in accordance with BHA's Administrative Plan.
15. Issues Housing Choice Vouchers to participants and monitors the expiration of issued vouchers.
16. Negotiates rents with landlords at initial lease and as may be requested on an annual basis.
17. Executes contracts and approves leases between program participants and landlords and ensures proper calculation of Total Tenant Payments (TTP) and Housing Assistance Payments (HAP) payments.
18. Performs annual recertification of participants in the assigned caseload.
19. Processes HAP abatement.
20. Processes terminations as needed.
21. Conducts/processes fraud complaints and follow-ups.
22. Maintains the records storage files for the Housing Choice Voucher Program.
23. Assimilates and enters data into computer.
24. Conducts interim changes in income and family composition; prepares appropriate documents.
25. Maintains a program caseload of approximately 300 cases, by serving as on-going case manager for all Housing Choice Voucher participants and landlords, handling questions and complaints.
26. Provides referrals for residents in need of supportive services.
27. Reviews pre-check run for accuracy prior to accounting issuing checks to landlords and participants.
28. Serves as hearing officer for Housing hearings.
29. Completes periodic review of HCV files for quality control and compliance. Provides HCV staff with reports describing changes to files.

BILOXI HOUSING AUTHORITY

Position Description

30. Develops and implements HCV file procedures and ensures staff are following procedures.
31. Performs other duties as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency relative to the Housing Choice Voucher Program.
2. Knowledge of the purposes, policies, and regulations of the Housing Choice Voucher Program existing programs as established by HUD or the BHA.
3. 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.
4. Knowledge of the regulations affecting the Housing Choice Program and demonstrated ability to understand the terms, conditions and content of the BHA's Housing Choice Voucher Administrative Plan.
5. Demonstrated knowledge of business English, spelling, punctuation and arithmetic.
6. Knowledge of modern office equipment including copiers, desktop computers, mainframe terminals, calculators, facsimile machines, etc.
7. Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing Authority and/or HUD.
8. Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
9. Ability to perform program required computations with speed and accuracy
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials;
11. Ability to communicate with people from a broad range of socio-economic backgrounds.
12. Demonstrated skill in providing instruction on the HUD and BHA Housing Choice Program requirements to potential participants and landlords, providing instruction and

BILOXI HOUSING AUTHORITY

Position Description

educational workshops for groups of participants and landlords as well as on a one-on-one situation.

13. Ability to work productively in less than ideal conditions, e.g. noise, high traffic areas, etc.

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.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

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

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

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

Supervision

The employee receives supervision and assignments from the Deputy Executive Director. Courses of action, deadlines and priorities are set by established HUD or BHA procedures,

BILOXI HOUSING AUTHORITY

Position Description

the Deputy Executive Director, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee are generally specific in nature. Complex problems or situations not covered by instructions are usually researched and resolved by the employee, and/or referred to the supervisor for concurrence. The employee's work is reviewed periodically for accuracy, completion, and compliance with policies and procedures.

Minimum Education and/or Experience

1. Associate of Arts degree from an accredited college and major course work in Management, Public Administration, Social Work or related field, and two (2) years of experience in the administration of the Housing Choice Voucher Program; or
2. High school diploma or GED and four (4) years of experience in the administration of a Housing Choice Voucher Program; or any equivalent combination of education, training, and experience which, in the sole determination of BHA, constitutes the required knowledge and abilities.

Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks, including housing management software.

Special Requirements

1. Must possess a valid Mississippi driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.

BILOXI HOUSING AUTHORITY

Position Description

2. Must be certified as an HQS Inspector
3. Must be bondable.
4. Criminal background checks will be performed on all applicants.
5. The BHA may require that one, or more of the Housing Choice Voucher Specialists employed by the BHA have demonstrated fluent speaking, reading and writing knowledge of the Vietnamese language, or other such languages as may be required to properly serve the changing customer base. Employees hired with express non-English language skills are required to use the required language skills in the day-to-day tasks associated with the employment position under which they were hired, and may be directed to serve as interpreter/translator to non-English speaking customers of the BHA, or the public, as the business needs of the BHA dictate.
6. In order to serve and accommodate working customers, be willing and able to work pre-scheduled evening and Saturday hours.

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 primarily stationary, but is regularly required to move throughout the office. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery. The employee must occasionally transport up to 25 pounds.

Working 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.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position is required to work with the public, including Authority residents.

BILOXI HOUSING AUTHORITY

Position Description

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

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