Job Posting

Position: HCV Case Manager

Summary: The Biloxi Housing Authority ("BHA") is seeking a qualified and experienced Housing Choice Voucher (HCV) Case Manager to join our team. The primary purpose of this position is to perform various duties related to Housing Choice Voucher (HCV) admissions, voucher issuance, continued eligibility and landlord-participant relations. Responsibilities include maintaining a caseload of approximately 400 Housing Choice Voucher applicants and participants and ensuring maximum program and budget authority utilization. The incumbent provides administrative support and assists with Intake responsibilities for the Housing Choice Voucher (HCV) Department, while providing front-line customer service to HCV participants.

Required Education and Experience:

- Associate of Arts degree from 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.

- Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.

Duties and Responsibilities:

- Maintains positive resident communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.

- Processes applications and conducts interviews for Housing Choice Voucher assistance; determines eligibility under BHA and HUD guidelines.

- Receives, reviews and verifies applications for the Housing Choice Voucher program. Assists applicants in the completion of forms and advises on missing documentation necessary for eligibility determination.

- Verifies income and family composition eligibility for prospective program participants and documents files in accordance with HUD regulations and BHA's Administrative Plan.

- Issues Housing Choice Vouchers to participants and monitors the expiration of issued vouchers.

- Negotiates rents with landlords at initial lease and as may be requested on an annual basis.

- 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.

- Performs annual recertification of participants in the assigned caseload.
- Processes HAP abatements in accordance with HUD requirements
- Processes terminations as needed in accordance with BHA and HUD guidelines.
- Conducts/processes fraud complaints and follow-ups.
- Conducts interim changes in income and family composition; prepares appropriate documents.
- Accurately completes income calculation worksheet for all participants.
- Provides referrals for residents in need of supportive services.
- Greets and directs visitors and appropriate personnel; schedules appointments with applicants from the wait list and participants for recertification.
- Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.
- Assists in maintaining departmental files, including up-to-date occupancy files and system records. Enters and retrieves data from filing system, ensuring accuracy and completeness of information while entering information into housing programs system.
- Briefs newly approved applicants to explain program rules, rent procedures,; provides information regarding Authority programs and community agencies.
- Enters and maintains information regarding initial applications, offers, cancellations, move-ins, transfers, new leases, and housed applicants using the Authority's computer programs, ensuring data is tracked accurately.
- Assists applicants with the preparation of forms and the identification of required documentation. Ensures adequate supply of forms are available for housing applicants.
- Coordinates with Community Managers to arrange unit showings and lease documentation.
- Provides clerical and administrative support, including recordkeeping, document generation, data tracking, follow-up, mailing and filing as assigned. Ensures that assigned work is completed accurately and in a timely manner; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.
- Reviews pre-check run for accuracy prior to Accounting issuing housing assistance payments to landlords and participants.
- Other duties as assigned.

Benefits and Compensation:
BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is $42,500.00 - $59,500.00. Salary is commensurate with experience and qualifications.

Location: Biloxi, MS

BILOXI HOUSING AUTHORITY

Position Description

Classification: **HCV Case Manager**

Supervisor: **HCV Program Manager**

Department: **Housing Choice Voucher**

Status: **Non-Exempt** Pay Grade/Range:

Summary

The primary purpose of this position is to perform various duties related to Housing Choice Voucher (HCV) admissions, voucher issuance, continued eligibility and landlord-participant relations. Responsibilities include maintaining a caseload of approximately 400 Housing Choice Voucher applicants and participants and ensuring maximum program and budget authority utilization. The incumbent provides administrative support and assists with Intake responsibilities for the Housing Choice Voucher (HCV) Department, while providing front-line customer service to HCV participants.

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 Authority.

1. Maintains positive resident communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.

2. Processes applications and conducts interviews for Housing Choice Voucher assistance; determines eligibility under BHA and HUD guidelines.

3. Receives, reviews and verifies applications for the Housing Choice Voucher program. Assists applicants in the completion of forms and advises on missing documentation necessary for eligibility determination.

4. Verifies income and family composition eligibility for prospective program participants and documents files in accordance with HUD regulations and BHA's Administrative Plan.

5. Issues Housing Choice Vouchers to participants and monitors the expiration of issued vouchers.

6. Negotiates rents with landlords at initial lease and as may be requested on an annual basis.

7. 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.

8. Performs annual recertification of participants in the assigned caseload.

9. Processes HAP abatements in accordance with HUD requirements

10. Processes terminations as needed in accordance with BHA and HUD guidelines.

11. Conducts/processes fraud complaints and follow-ups.

12. Conducts interim changes in income and family composition; prepares appropriate documents.

13. Accurately completes income calculation worksheet for all participants.

14. Provides referrals for residents in need of supportive services.

15. Greets and directs visitors and appropriate personnel; schedules appointments with applicants from the wait list and participants for recertification.

16. Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.

17. Assists in maintaining departmental files, including up-to-date occupancy files and system records. Enters and retrieves data from filing system, ensuring accuracy and completeness of information while entering information into housing programs system.

18. Briefs newly approved applicants to explain program rules, rent procedures,; provides information regarding Authority programs and community agencies.

19. Enters and maintains information regarding initial applications, offers, cancellations, move-ins, transfers, new leases, and housed applicants using the Authority's computer programs, ensuring data is tracked accurately.

20. Assists applicants with the preparation of forms and the identification of required documentation. Ensures adequate supply of forms are available for housing applicants.

21. Coordinates with Community Managers to arrange unit showings and lease documentation.

22. Provides clerical and administrative support, including recordkeeping, document generation, data tracking, follow-up, mailing and filing as assigned. Ensures that assigned work is completed accurately and in a timely manner; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.

23. Reviews pre-check run for accuracy prior to Accounting issuing housing assistance payments to landlords and participants.

24. 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 inspection standards such as NSPIRE and 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, 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 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.

Supervision

The employee receives supervision and assignments from the HCV Program Manager. Courses of action, deadlines and priorities are set by established HUD or BHA procedures, the HCV Program Manager, 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. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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 driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.

2. Must be insurable under BHA's vehicle insurance.

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 HCV Case Managers 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 and the property. Individual must often climb stairs and walk properties. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. Daily movements include moving about the properties and attending onsite meetings with residents. 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.

Read and Acknowledged

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Employee Signature **Date**

_____

Employee Name [printed]