

**KNOX COUNTY HOUSING AUTHORITY
POSITION DESCRIPTION**

TITLE: HOUSING CHOICE VOUCHER PROGRAM MANAGER

STATUS: EXEMPT

REVISED: 06/05/2014



SALARY: \$36,000.00 – \$42,500.00 Commensurate with Experience

REPORTS TO: Executive Director/Assistant Director

SUPERVISION EXERCISES: Housing Choice Voucher Support Specialist

JOB SUMMARY:

Management of the day-to day operation of assigned Housing Choice Voucher Program in accordance with established regulations and guidelines, including, but not limited to: daily oversight of the administration of the Housing Choice Voucher Program; execute necessary program management functions, processing annual and interim reexaminations of participants for continued assistance, waiting list management, intake procedures, voucher briefings, landlord and participant relations, facilitating housing quality standards (HQS) requirements (scheduling and conducting inspections, HQS enforcement, quality control), process housing assistance payment (HAP) terminations and make court appearances as needed, preparation and monitoring the annual budget; prepare reports of activities and operations; assist and encourage participants to become self-sufficient by referring to programs directed toward self-sufficiency; maximize voucher utilization of budgeted authority, and interaction with local, state, and federal agencies that may assist or benefit the program.

EXPECTATIONS:

It is essential that the Housing Choice Voucher Program Manager must exert all efforts to achieve High Performance status under the Section Eight Management Assessment Program (SEMAP). Specifically, the HCV Program Manager must develop and implement policies, procedures, programs and services to achieve the highest ratings for SEMAP indicators. Programs with scores of 90% + are designated as High Performers; 60 – 89% are designated as Standard Performers; and < 60% are designated as Troubled. The HCV Program Manager is expected to achieve High Standard to High Performer scores. Additionally, 100% Public/Indian Housing Information Center (PIC) reporting is expected.

MAJOR DUTIES AND RESPONSIBILITIES:

HCV program management duties include, but are not necessarily limited to the following:

1. Administration of the day-to-day operation of the program, including:

- a. Regularly schedule interviews, obtain income verifications, compute rents and utility allowances, properly notify participants of any rent changes and perform all tasks related to the timely conduct of initial, annual, and interim re-certifications in accordance with agency policy and regulations;
- b. Ensure that all vouchers are issued in a timely fashion and managed per regulation after issuance;
- c. Scheduling, interviewing, and determining eligibility for applicants;
- d. Review all Requests for Tenancy Approval (RFTA) for compliance;
- e. Schedule and conduct all Housing Quality Standards (HQS) inspections per KCHA Section 8 Administrative Plan and federal regulations;
- f. Oversee HQS compliance as established and monitored by the Department of Housing and Urban Development (HUD) including enforcement and abatement of HAP/termination of contract when appropriate;
- g. Schedule and conduct all participant reexaminations, conduct all verifications, and determine eligibility for continued participation in the program;
- h. Process all housing choice voucher moves with continued assistance (portability) appropriately per regulation, both as the initiating housing authority and the receiving housing authority;
- i. Maintain applicant and participant files, and safeguard all confidential documents in accordance with agency policy and local, state, and federal privacy acts;
- j. Track and analyze all program data – including income/expense, voucher utilization, and SEMAP certification data and report monthly to the Executive Director;
- k. Monitor regulatory changes and attend training, workshops, and seminars as deemed necessary to stay abreast of information relevant to the efficiency and success of the program;
- l. Deny admission, process terminations and terminate contracts in accordance with the KCHA Section 8 Administrative Plan;
- m. Prepare denial/termination files, provide proper notification, and participate in all grievance hearings or court dispositions in accordance with the KCHA Section 8 Administrative Plan and the KCHA Grievance Procedures;
- n. Prepare and implement changes to administrative policies and procedures, covering all functional areas within the program;

- o. Review Administrative Plan no less than once per year, and recommend revision to the Executive Director as appropriate;
- p. Conduct ongoing reviews of fair market rents, rent reasonableness standards, and utility allowance schedules. Recommend revisions and implement once approved.

2. Responsibility for maintaining, the financial health of the program, including:

- a. Process all checks and payments to landlords by the 5th business day of each month;
- b. Preparing, executing, and monitoring program budget and revisions. Must assure expenses remain within budget and projections are achieved to the maximum extent possible;
- c. Reviewing fraudulent accounts and pursuing collections in accordance with established procedures;
- d. Purchasing administrative supplies and services when needed, when policies have been followed, and when funding permits and in accordance with threshold policies;
- e. Maximizing the program's income and minimizing expenditures consistent with HUD's required standards;
- f. Minimizing loss of voucher funding and administrative fee income;
- g. Make recommendations as to adjustment of the payment standards based on needs of the program;
- h. Understand funding capacity for both HAP payments as well as administrative fee income, and maintain adequate levels of voucher utilization to cover program costs;
- i. Tracking monthly and year-to-date income and expenditures and making adjustments to HAP spending and financial practices when needed;
- j. Providing information to the Executive Director and the Assistant Director as required;
- k. Preparing or reviewing HUD financial reports as required.

3. Coordination of a high level of voucher utilization, including:

- a. Executing Housing Assistance Payment (HAP) contracts between landlords and the KCHA, and voucher agreements between program participants and the KCHA, in a timely manner;

- b. Enforcing program rules and voucher obligations, while maintaining associated records;
 - c. Communicating with participants to inform them of policies, procedures, rules, and regulations governing their participation in the program;
 - d. Assist voucher holders in finding acceptable units;
 - e. Inform voucher holders of the full range of areas where they may lease units both inside and outside KCHA jurisdiction, including supplying a list of landlords or other parties who are willing to lease units or help families find units, including units outside areas of poverty or minority concentration;
 - f. Marketing the opening and closing of the wait list, and proper selection of applicants from the waiting list;
 - g. Ensuring that properties and grounds are maintained properly through HQS protocol;
 - h. Maintaining records of the status of available units, e.g. filled, vacant, anticipated vacancy, etc.
- 4. Maintain positive landlord relations, promote participation in the program, and grow housing opportunities for program participants, including:**
- a. Explain policies and procedures to owners who are interested in or participating in the Housing Choice Voucher Program;
 - b. Encourage participation by owners of units located outside areas of poverty or minority concentration;
 - c. Negotiate terms and conditions of agreements, including rent reasonableness, with participating landlords in accordance with established regulations, policies, and guidelines;
 - d. Conduct landlord outreach and host workshops designed to educate area landlords on the benefits of becoming a Section 8 landlord and answer questions/address concerns about the program;
 - e. Investigate all complaints of owner contract violations, and approve abatement or termination of HAP to owners based on HUD regulations and KCHA policies;
- 5. Assist participants with special problems and promote amicable tenant relations, including:**
- a. Counseling participants who are not complying with the terms of the program;

- b. Referring participants with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance or to social service coordinator, as appropriate;
 - c. Resolving conflicts, complaints, and disputes between participants and owners as appropriate, in order to avoid grievances;
 - d. Terminating assistance if participant behavior warrants, and preparing related supporting documentation;
 - e. Scheduling and completing program surveys in order to identify participant or applicant needs; assess quality of services, etc;
 - f. Participating in hearings and appeals as needed.
- 6. Direct, control, monitor and evaluate the performance of all other program staff in compliance with the Personnel Policy:**
- a. Organizing, scheduling, supervising and monitoring the quality of work of the program staff;
 - b. Working with the Executive Director to recruit, hire, train, supervise, promote/demote, transfer, lay off, and terminate program staff;
 - c. Enforcing performance standards for all positions supervised, including monitoring performance improvement plans when warranted;
 - d. Evaluate the performance of employees under direct supervision. Prepare, conduct, and review employee performance appraisals;
 - e. Counseling employees regarding job performance and document in accordance with established procedures;
 - f. Signing off on and maintaining employee time records, leave records, and over-time authorizations;
 - g. Carrying out progressive discipline when needed;
 - h. Working with employees to establish performance targets and appraising employee performance at least annually;
 - i. Training staff as required;
 - j. Participating in regular staff meetings, as well as problem-solving meetings;
 - k. Interpreting and applying KCHA personnel policies, departmental policies, and other relevant policies and procedures.

7. General Requirements:

- a. Works cooperatively with other members of the agency, adjusting workload as necessary;
- b. Investigates and resolves participant complaints minimizing involvement of program manager and administration to the satisfaction of all parties;
- c. Communicates with applicants, participants, and other staff in a manner that is courteous and professional;
- d. Answers resident questions, providing information on status of rent, unit inspections, provisions of the lease, tenant obligations, program regulations, KNOX COUNTY HOUSING AUTHORITY policies and procedures, etc.;
- e. Returns calls to participants and residents within one business day;
- f. Places information received through the mail, by fax or email in appropriate part of participant file within two workdays of receipt;
- g. Participates in the revision of agency policies and procedures;
- h. Submits monthly reports as requested;
- i. Provide information to the general public as appropriate;
- j. Any other related or assigned tasks that support the goals and objectives of the Knox County Housing Authority.

Knowledge, Skills, and Abilities

- a. Knowledge of Authority policies and procedures, particularly as they pertain to the Housing Choice Voucher program;
- b. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management;
- c. Knowledge of laws and standards that apply to Section 8 program management, such as Fair Housing Laws, OSHA Standards, Local and State building Codes;
- d. Knowledge of basic office practices, procedures, and equipment;
- e. Knowledge of the principles of management and supervision;
- f. Knowledge of the operation of authority computer system and software;
- g. Knowledge of the agencies that provide assistance and services to participants, including some knowledge of eligibility requirements;
- h. Knowledge of Basic English in order to communicate verbally and in writing;

- i. Preference for ability to speak and communicate in languages of current need to the Knox County Housing Authority;
- j. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments;
- k. Ability to maintain required records such as participant and applicant files, vacancy reports, etc.;
- l. Ability to read and interpret policies and guidelines in order to make sound decisions;
- m. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility;
- n. Ability to use basic office equipment such as telephone, fax, copier, and computer;
- o. Ability to communicate verbally and in writing;
- p. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system;
- q. Ability to establish and maintain effective work relationships with peers, superiors, subordinates, residents, community service agencies and the public;
- r. Ability to supervise, monitor and evaluate other employees;
- s. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements;
- t. Skilled in analyzing situations in order to identify problems and offer solutions;
- u. Skilled in communicating with all types of people in a wide variety of situations.

EDUCATION, EXPERIENCE, AND LICENSURE:

Any combination of education, experience, and training that would likely provide the required knowledge and skills is considered qualifying.

Bachelor's degree in management, business administration, social science area, or closely related field or an equivalent combination of education and relevant experience. Experience in program management, personnel management, knowledge of federal regulations pertinent to housing authority operation, and experience involving public contact preferred.

Within twelve (12) months of appointment, must obtain certification as a Public Housing Manager through an accredited or other approved certification association.

Criminal background check will be required.

Possession of a valid Illinois driver's license, and automobile insurability by the KCHA insurance carrier.

OTHER REQUIREMENTS/MISCELLANEOUS:

1. Supervision Given and Received

The Program Manager receives work assignments and instructions from the Executive Director and Assistant Director. At times, instruction will be specific, broad and general, both written and oral. The individual in this position must be able to work independently, performing relatively complex work in an accurate and timely manner without close supervision. Situations not covered by instructions may be referred to the Executive Director or handled by the Program manager, depending on the circumstances. The Program manager's work is reviewed sporadically for thoroughness, accomplishment of objectives, and compliance with existing policies and procedures. Program Manager has direct supervision responsibility for all program staff including administrative support staff, as well as all volunteers and educational interns assigned to the program.

2. Guidelines

Most work is performed according to existing procedures or written guidelines, such as HUD regulations, handbooks, desk references, or existing records. The Program Manager will frequently be required to use independent judgment in making recommendations and decisions.

3. Complexity

The Program Manager performs relatively complex work requiring a working understanding of HUD rules and requirements relative to housing choice voucher program eligibility, income, and tenant payment calculations. In addition, the Program Manager must be able to handle complex interpersonal situations involving conflicts with skill and professionalism.

4. Scope and Effect

The Program Manager works with the housing choice voucher program participants, other KCHA staff, other agencies, and participant families. The Program Manager's work is essential to the successful operation of the housing choice voucher program. The Program Manager's efforts affect the Knox County Housing Authority's ability to maximize funding eligibility as well as the agency's performance within the Section Eight Management Assessment Program (SEMAP).

5. Personal Contacts

The Program Manager has continual contact with housing choice voucher program participants, program landlords, other KCHA staff, other agencies, and participant families. Most contacts are structured in nature and the Program Manager is expected to use normal tact and professional courtesy. Occasionally a contact may be uncooperative or antagonistic, and the Program Manager would be expected to use

above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Knox County Housing Authority.

6. Work Environment

The Program Manager's work involves primarily sedentary office work in a typical office environment. Additionally there is some degree of stress resulting from contact with applicants, participants, the public and other employees. The work of the Program Manager involves the normal risks or discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Additionally, the Program Manager is required to conduct on-site physical inspections of the program properties, to interact with participants and landlords in the assisted units, and traverse uneven terrain to accomplish these tasks.

PERSONNEL INFORMATION:

This information represents a snapshot of the benefit package at the Knox County Housing Authority. A more detailed description of each benefit may be located in the KCHA Employee Handbook (R 03/01/2012).

1. SALARY ADJUSTMENTS – Salary increases are not automatic, but rather are based on the performance level of the employee. All salary increases, with the exception of salary increases resulting from classification changes, shall be recommended through the performance appraisal system. Newly hired employees beginning at the lowest level of the pay scale may be reviewed for a salary increase at completion of six (6) full calendar months. All others are reviewed for a salary increase at twelve (12) full calendar months, coinciding with the agency's fiscal year.
2. PERFORMANCE MANAGEMENT SYSTEM – The agency's performance management system consists of the following components:
 - a. Evaluations of job performance will be performed by program managers or other administrative staff no less than annually.
 - b. Program managers will conduct 1-on-1 sessions with staff quarterly;
 - c. An organizational culture analysis will be conducted annually, comprised of meetings, anonymous surveys, and follow up reporting aimed at providing employees with an opportunity to provide and receive 360° feedback.
3. HOLIDAYS – Paid holidays will be based on the observance of legal holidays for the Ninth Judicial Circuit, published annually. Generally, there are thirteen (13) paid holidays.
4. VACATION – Regular full time employees accrue paid vacation based on anniversary years of continuous service on the following basis:

- a. 10 days – first day of employment through the fifth anniversary
 - b. 15 days – Between the fifth anniversary and the tenth anniversary
 - c. 20 days – Annually after the tenth anniversary
5. SICK TIME – Available after thirty (30) days of continuous employment. Sick leave is accrued at the following rates:
- a. 0.86 days per month from the first day of employment through the seventh year of employment;
 - b. 1.25 days per month for each year beginning with the eighth year of service;
 - c. Part-time employees receive sick days at $\frac{1}{2}$ the rate of full-time staff.
6. PERSONAL TIME – Two (2) Personal Days are provided to employees based on the fiscal year. It must be used as an 8-hour increment and it cannot be carried over to the next calendar year nor can it be paid off at termination. Personal days are charged against accumulated sick time.
7. LEAVE TIME – The agency provides for the following types of employee leave:
- a. Medical, Personal, Bereavement, Military;
 - b. Jury Duty and Court Appearances;
 - c. Voting time – employees entitled to vote will be given up to two (2) hours paid time to vote.
8. INSURANCE - Effective dates begin on the first day of the month following 90 continuous days of employment.
- a. 100% of single rates paid by the agency; family options available at cost to employee;
 - b. Health Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - c. Dental/Vision Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - d. Retirement – 401(a) and 457 plans.