



## Position Description

<b>Position Title:</b>	HCV Program Support Team Lead	<b>Department:</b>	HCV
<b>Reports to:</b>	Vice President of HCV	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Exempt	<b>Date Created:</b>	February 2020

### Summary

The primary purpose of this position is to supervise the day-to-day operations of the Housing Choice Voucher Program (HCVP) under the leadership of the VP of HCV. The incumbent is responsible for providing the necessary support functions to successfully administer the HCVP. 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 Columbia Housing regulations.

All activities must support Columbia Housing's ("CH") 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.*

- Oversees the work of staff, and provides functional supervision to staff including, but not limited to: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.
- Provides support to the operations of the Housing Choice Voucher Program; plans, organizes, coordinates, monitors, and implements HCV program to ensure that the all functions are conducted in an efficient manner in accordance with federal, state, local, CH, and HUD rules and regulations.
- Ensures the HCVP meets Section Eight Management Assessment Program (SEMAP) compliance requirements by developing and instituting appropriate and effective self-assessment tools and processes; prepares annual SEMAP data for assigned indicators.
- Monitors the HCVP budget activity. Ensures that obligations and costs are in compliance with applicable laws. Maintains accurate internal records of activities and transactions.
- Prepares, reconciles, and issues housing assistance payments accurately and timely.
- Supervises the portability process.
- Manages data related to daily activities of the HCV program operations and develops and implements data tracking and reporting systems.
- 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.
- Supervises the landlord services 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 tenant 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.



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- May assist Vice President of HCV with representation of the CH'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.
- Oversees the review, hearing, and termination processes.
- Oversees the timely preparation, review, and submission of a variety of reports, including PIC reports; submits reports to HUD and executive staff.
- Provides customer service to tenants and visitors, responds to inquiries, and resolves questions or issues as required.
- Performs other related duties as assigned.

## Behavioral Competencies

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

**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 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 CH. 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.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of CH properties, particularly in relation to the



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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 CH Housing Choice Voucher Program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
- Ability to understand, act on, and interpret policies; and to implement regulations and procedures as set forth by the Housing CH 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 supervision and delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.

## 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. Two (2) years of employee supervision is preferred. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the CH'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.



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**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**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**