



<b>Position Title:</b>	HCV Program Manager	<b>Department:</b>	COCC/HCVP
<b>Reports to:</b>	VP of HCVP	<b>Approved By:</b>	Executive Director/CEO
<b>FLSA Status:</b>	Exempt	<b>Approved Date:</b>	7/2022

## Summary

The primary purpose of the Housing Choice Voucher (HCV) Program Manager position is to assist the Vice President (VP) of the HCV Program in leading and supporting the administrative and operational activities of the HCV Program Department, ensuring the program's compliance with all applicable federal, state, local and HUD regulations, in addition to the policies and procedures of the Gary Housing Authority. The incumbent is responsible, under the direction of the VP of the HCV Program, for leading and supervising the annual and recertification process, administering policies and procedures related to the HCV Program, developing and maintaining waitlists, systems, reports, forms, and other controls that will ensure accurate and timely reporting in compliance with the aforementioned HUD and related regulations. The Program Manager provides directed oversight, training, ensures program compliance, preparing financial and other related departmental reports, and acts as a department representative when responding to participant, owner or other complaints. Under direction of the VP, the Program Manager also oversees and assists with financial and income compliance aspects of the HCV Program, performing routine accounting functions, assisting in the preparation of financial statements and VMS reporting, Yardi and other accounting system transactions, and all pertinent reporting of activities related to the HCV department. The HCV Program Manager, in collaboration with the VP, will support and assist with the transition, development, administration and operation of the new department including, but not limited to, the recommendation of organizational design, process flow, policies, and procedures while monitoring the program's progress and success in relation to HUD and Authority expectations.

## 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.*

- Manages the work of the HCV staff including assigning, planning, and reviewing work, evaluating performance and assisting the VP of the HCV program with completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing corrective action plans.
- Supports the VP of the HCV program with the transition to internal control, organizational design, administration and operation, and development of approvable operating budgets of the new HCV program department.
- Develops and documents internal processes and ensures program compliance with Authority and department objectives, federal, state, and local statutes, rules, regulations, policies, procedures, and other guidelines, making appropriate recommendations to improve efficiency and effectiveness.
- Coordinates the Housing Assistance Payments (HAP) by reviewing information to ensure accuracy, creating pre-check reports, and correcting errors, ensuring timely and accurate HAP payments for both the landlord's payment and utility reimbursement to tenants.
- Works with the Finance department, to perform the routine accounting work involved in the processing of HAP check runs and utility reimbursements, cash receipts for repayment agreements



from tenants and landlords, posting to the general and tenants' ledger, and the reimbursement of incoming portability payments to Housing Authorities.

- Review and analyze payment standards and utility allowance schedules, tenant ledgers and portability aging, and if necessary, adjusting the landlord and/or tenant ledger.
- Assists the HCV and Finance departments in preparing reports for month end and board reports, reconciling port billing and posting to the general ledger, processing receipts for HCV and PHA portability payments.
- Reviews EIV reports for discrepancies and compares with staff calculated income amounts to ensure accuracy, identifies potential issues, provides training as needed and recommends corrective action if necessary.
- Ensures that payment standards, rental rates and landlord contracts are appropriate and in accordance with HUD requirements, communicating with landlords and negotiating modified rates as required, and establishing the recommended Housing Assistance Payment (HAP) amounts and contract rent reasonableness in accordance with HUD and GHA goals and objectives.
- Assists the VP of the HCV program with ensuring the GHA meets SEMAP compliance requirements by developing and instituting appropriate and effective self-assessment tools and processes, developing custom forms and reports enabling supervisors to measure SEMAP indicators for compliance, and ensures that the department utilizes self-assessment processes, analyzes self-assessment data, and ensures that deficiencies are corrected.
- Meets with landlords, tenants, and employees to provide updated information concerning HCV and other HUD programs; receives and resolves on behalf of the VP, the department and the Authority, complaints and issues concerning and related to the HCV Program.
- Disseminates program and regulation changes to subordinates, landlords, tenants, employees, and other stakeholders; ensures that all interested parties have a thorough understanding of new and/or revised regulations and programs.
- Prepares and analyzes a variety of reports, provides research information for executive staff, and responds to correspondence; prepares monthly reports on the status of the HCV Program.
- Utilizes the GHA's Yardi tenant accounting software and/or other systems as required, with HUD 2-Year Tool and VMS reporting familiarity.
- Performs other duties as assigned.

### **Knowledge, Skills & Abilities**

1. Knowledge of HUD regulations, rules, policies and other federal, state and local laws related to low-income and affordable housing.
2. Comprehensive and demonstrable knowledge of the U.S. Department of HUD, Housing Choice Voucher (HCV) Program and related program policies and procedures.
3. Ability to interpret and implement complex and changing federal policies and regulations.
4. Ability to meet related program deadlines.
5. Knowledge of program budget development and familiarity with industry best practices.
6. Strong commitment and ability to assist in the professional development and training of staff.
7. Ability to effectively communicate, verbally and in writing, both within the organization and externally.
8. Ability to effectively prepare clear, concise letters, reports, and procedures; maintain documentation and complete required forms.
9. Ability to negotiate and resolve conflict.
10. Must demonstrate competency with technology solutions and Microsoft Office Suite applications.
11. Ability to perform basic arithmetic calculations and read, write and speak English.



## **Qualities and Behavioral Competencies**

**Leadership:** Provides clear and effective direction in setting the course of action for the department and employees. Fosters respect for all individuals and shows a personal commitment to create a hospitable and welcoming work environment for all. Demonstrating knowledge in current trends and practices in the housing industry and making informed, strategic decisions based on said knowledge. Actively seeks innovative ideas and practices to implement within the organization.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Anticipates needs and changes by evaluating trends in the market/environment, responding strategically and accordingly. Actively assists others without formal/informal direction. Operates from a learning/growth mindset and actively seeks developmental feedback.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness and professional integrity; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

**Commitment:** Pursues and sets aggressive goals and works hard/smart to achieve them; motivates self and others for results and success; conveys a sense of urgency and brings issues to closure. Empowers team members and/or direct reports to achieve goals and Agency objectives.

**Professional Behavior:** Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients and staff.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; readily gives and actively seeks feedback; sets tone for organization by building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## **Qualifications, Education and/or Experience**

Bachelor's Degree in business administration, public administration, or related field and a minimum of 10 years of experience in public and/or assisted housing, with a minimum of 5 years in leading a major program in a supervisory capacity. An equivalent combination of education and experience may be considered. Must have the ability to learn other computer software programs as required by assigned tasks. Must possess or obtain certification as an HCV/Section 8 Housing Manager within 1 year of employment. Must possess a valid state issued driver's license and be insurable under the Authority's plan.

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

**Disclaimer:** This job description is not intended to be all-inclusive; an employee may also perform other reasonably related job responsibilities as assigned by immediate supervisor and other leadership as required. Gary Housing Authority reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.