

Job Description

Job Title: Director of Housing Choice Voucher Program (HCVP)
JD #: E7
Department: SECTION 8-HOUSING CHOICE VOUCHER
Reports To: Deputy Executive Director
FLSA Status: Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for overall operation of the Authority's Housing Choice Voucher (HCV) Programs and for ensuring all housing units covered by the program(s) meet HUD and local inspection requirements. Performs managerial, supervisory, and administrative tasks involved in planning, organizing, coordinating, and directing efforts to provide low-income housing through the Authority's leased housing programs.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Plans, directs, manages, and monitors all facets of the Authority's HCV Program and staff to ensure compliance with HUD guidelines and regulations, the Authority's Administrative Plan, federal, state, and local regulations, laws, ordinances, and Authority policies as required and to achieve the highest possible rating under HUD's Section 8 Management Assessment Program (SEMAP) or other HUD evaluation systems.
2. Accountable for maintaining accurate internal records of activities and transactions, which are promptly accomplished and properly authorized and executed. Assures that revenue and expenditures are properly recorded and accounted for and that they permit the preparation of sound and reliable financial and/or inventory reports.
3. Requests and initiates applications for Notifications of Funding Availability.

4. Projects, on a continuing basis, HCV turnover to ensure a sufficient stream of participants are in process to fully utilize the available voucher funding and to maximize program administration fees.
5. Conducts periodic reviews of program procedures with appropriate department supervisors to ensure optimal performance in the delivery of the highest quality of services. Formulates policies and procedures to further the development and implementation of the HCV Programs.
6. Studies impact of ongoing and proposed measures including, but not limited to, measurement and evaluation of workflow in Authority units, conducts cost and time studies, conducts quality control studies on operations, services and/or procedures; ensures compliance with federal, state, Authority, and/or program rules and regulations.
7. Ensures that appropriate required reports, Board actions, and legal responses required by the Authority and HUD are prepared and presented in a timely manner.
8. Responsible for staff development and training; collaborates with training department to ensure that staff is trained on federal, state, local statutes, policies, and procedures.
9. Furthers the development and implementation of assisting the HCVP participants, to the extent possible, in securing decent safe and sanitary housing by securing landlords who offer optimal housing stock to meet the needs of HCVP participants.
10. Keeps abreast of program requirement developments to ensure the development, implementation, and compliance with policies and procedures based on new or revised Authority goals, federal, state and/or local regulations and statutes having extensive operational, financial, systemic, and administrative effects on the Authority.
11. Formulates the annual operating budget and monitors the program on an ongoing basis, with assistance from managers, to ensure budgetary compliance, statutory, regulatory policy, and procedural compliance; recognize and explain variances and promotes cost-containment measures.
12. Supervises the applications process to ensure the timely and accurate processing of new applicants from the program waiting list; oversees appropriate checks and balances on applicant processing. Oversees admissions activities such as: preparation of contracts for new tenants, tenant orientations, showing units, etc.

13. Oversees the determination of utility allowances. Analyzes utility rates and other services in developing and maintaining the utility allowance schedules.
 14. Monitors selection of tenants to ensure compliance with federal requirements concerning selection preferences, etc. Works to ensure that participants, tenants, and landlords are held accountable to Authority and HUD program rules.
 15. Assists landlords/owners and tenants in resolving conflicts and makes recommendations to the Deputy Executive Director.
 16. Responsible for responding/submitting corrective action plan to HUD for any discrepancies/findings/ with the program during HUD's review of the following: SEMAP, income discrepancies, and Admin Plan.
 17. Prepares and submits all funding applications for relevant programs. Monitors program outreach efforts for the HCVP assistance programs and evaluates results.
 18. Reviews and evaluates data for the Authority's jurisdiction to ensure compliance with HUD regulations for rent reasonableness determination.
 19. Collects and electronically submits, reviews, and corrects Form HUD-50058, and retrieves and monitors the following reports in PIC: Late annual re-exam, Late HQS Inspections, Rent Calculations, and Reporting Rate.
 20. Monitors monthly disbursements of funds to landlords in other jurisdictions (portable) and tracks reimbursements of funds owed to the Authority.
 21. Supervises staff, providing ongoing assistance to support a positive and productive working environment. Approves and oversees the selection, employment, training, direction, supervision, utilization, discipline, and termination of department employees and makes recommendations for other personnel-related activities. Sets standards, frameworks, performance indicators and protocols, identifying necessary responses to overcome performance issues and take appropriate action where required.
 22. Successfully maintains positive Authority image and working relationships with the community and local, state, and federal government officials.
 23. Attends professional meetings, seminars, and conferences to keep abreast of new trends, activities, and concepts in the HCVP. Supports, assists, and works with other Agencies and affiliated organizations in joint efforts, which are mutually beneficial.
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24. Participates in community activities and functions relevant to Authority objectives; maintains membership and participates in appropriate community service organization(s) activities.
25. Accountable for consistent adherence to strong Authority standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Authority materials, supplies, resources, and other assets.

SUPERVISORY RESPONSIBILITIES

The Director of HCVP receives instructions from the Deputy Executive Director regarding Authority goals, their priorities, and special assignments. The employee routinely works without the direction of the Deputy Executive Director and is free to develop methods, deadlines, and/or objectives. Normally the Director of HCVP makes independent decisions pertaining to situations not covered by specific guidelines, but the Deputy Executive Director is consulted in serious or unusual circumstances. The work of the Director of HCVP is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

The employee provides guidance to subordinates in the Section 8 HCV Program Department, developing activities, setting priorities, establishing timelines, and modifying or making changes in the course of achieving global and priorities. The employee monitors the work of subordinates for accuracy, completeness, conformity to policy, and achievement of goals or objectives.

QUALIFICATIONS AND COMPETENCIES

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; and manages performance by providing regular feedback and reinforcement to subordinates

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; and 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; and recognizes working 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; and listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and 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

1. Thorough knowledge of the principles, techniques and practices of subsidized housing management including organization, management, maintenance, and operation of subsidized units and Section 8 HCVP; federal, state, and local housing regulations and operating requirements; and the ability to apply that knowledge to perform the essential functions of the position.
2. Thorough knowledge of HCVP eligibility and rent calculation requirements, as required by HUD and Housing Quality Standard (HQS) Inspection Program.
3. Thorough knowledge of the principles, techniques, and practices of budget development and administration; financial planning, budget planning and analysis; and the ability to apply that knowledge to perform the essential functions of the position.
4. Requires strong interpersonal, oral, and written communication skills; the ability to effectively communicate and interact with individuals of varying social, cultural, economic, professional, and educational backgrounds including the ability to effectively deal with individuals who may be angry, argumentative, or disagreeable; the ability to act with tact, good judgment, and discretion; and to maintain the confidentiality of matters as appropriate.
5. Thorough knowledge of the modern principles, practices, and techniques of personnel management, training, and performance evaluation.
6. Good knowledge of procurement regulations.

7. Thorough knowledge of the modern principles, practices, and techniques of budgeting and accounting.
8. Skill in addressing the public and other bodies and presenting information in a clear, organized, and convincing manner.
9. Ability to accurately and completely document in writing appropriate events and activities.
10. Ability to plan, direct, and supervise the work of others, to delegate responsibility and authority, and to hold subordinates accountable for tasks assigned.
11. Ability to read and comprehend relatively complex material.
12. Ability to identify operational problems and develop effective solutions.
13. Ability to establish and maintain effective working relationships with subordinates, co-workers, and persons outside the Authority.
14. Ability to prepare clear and concise narrative and statistical reports and deal effectively with situations requiring tact and diplomacy, yet firmness.
15. Ability to operate appropriate Authority computer equipment and software packages.
16. Must be able to maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

Bachelor's degree in Business, Public Administration, or a closely related field from an accredited college or university and five (5) years of experience in property management or low-income housing with increasing responsibility in a senior supervisory capacity or an equivalent combination of education, training, and experience resulting in the ability to fulfill the essential job duties of the position.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Fair Housing
- HCVP Executive Management Certification
- Occupancy Standards
- Enterprise Income Verification System (EIV)

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions

performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The office noise level in the work environment is moderate.

CONTACTS

The Director of HCVP's personal contacts are mostly with other employees, landlords, city code enforcement, political representatives, community leaders, government and non-profit agencies, business firms, and tenants assisted by the Authority. Contact serves multiple purposes including giving or gaining information, planning, coordinating, and advising motivating, influencing, directing persons or groups, and justifying, defending, negotiating, and resolving matters and issues concerning leased housing.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.
2. May be required to work an unusual work schedule.
3. Must work with the highest degree of confidentiality.
4. Must be available for occasional overnight travel for training.
5. Must pass employment drug screening & criminal background check.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an “at-will” basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE