

## HOUSING AUTHORITY OF THE BOROUGH OF RED BANK

### JOB DESCRIPTION

<b>POSITION TITLE:</b>	Housing Choice Voucher Specialist
<b>DIVISION:</b>	Housing Choice Voucher Program (HCV/Section 8)
<b>REPORTS TO:</b>	Supervisor of Housing Choice Voucher Program
<b>EMPLOYMENT STATUS:</b>	Full-time (32.5 hours per week)
<b>FLSA STATUS:</b>	Non-Exempt
<b>FUNDING:</b>	Housing Choice Voucher Program (HUD Subsidy)

**SUMMARY:** The primary purpose of this position is perform various program activities to support the Housing Authority of the Borough of Red Bank ("RBHA" or "Authority") Housing Choice Voucher (HCV) Program, including participant recertification, income and rent calculations, leasing, rent increases, briefings, quality control file reviews, coordination of check runs with finance personnel or contractor, PIC/EIV reporting, submission of HCV 50058s to PIC, and review of HUD PIH Notices and changes in regulation. The services provided above assist low-income families and individuals who may include the homeless, elderly or disabled. Assistance will include helping the client to secure affordable housing and improve their living conditions with the goal of an improved quality of life and self-sufficiency. This incumbent works under the general supervision of the Supervisor of Housing Choice Voucher Program. Does field inspections, reinspections and emergency inspections on an as needed basis.

**NOTE:** The definition for this title is for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following but are not limited to the job specifications contained herein. Additional duties or job functions may be required as deemed necessary by supervisory personnel.

- Knowledge of requirements/guidelines for eligibility and procedure for applying for housing assistance.
- Performs, conducts, and manages a participant caseload of approximately 80-90 files including new admissions, recertifications, interims, rent increases, transfer moves, port outs and port ins, repayment agreements, participant terminations, and initial eligibility as necessary for assigned Housing Choice Voucher (HCV) program participants.
- Accurately verifies information collected from multiple sources based on HUD-prescribed verification procedures and according to the RBHA Administrative Plan.
- Ensures that all rent calculations are completed accurately and are properly supported through documentation in the HCV participant's file.
- Ensures that files are maintained in the proper file order and are properly purged annually in accordance with RBHA file retention protocols.
- Properly maintains participant files and ensure participant personal identifying information is kept secure.
- Ensures that all information on the HUD 50058 form is accurate and properly supported through documentation in the HCV participant's file and memos and certify that files are ready for any quality control measures or audit.
- Makes recommendations for termination of assistance or HAP Contract when appropriate.

- Conducts all work activities in a manner that supports achievement of SEMAP and/or other performance measures as required.
- Schedules recertifications and appointments with participants; interview participants.
- Notifies participants and owners of the results of annual and interim recertifications, unit changes and lease ups, and advise them of HAP and tenant portions of rent within established HUD timeframes and requirements and RBHA policy.
- Ensures all participants are recertified timely, receive a timely HQS annual inspection, and monitor participant moves and lease terminations.
- Accepts Requests for Tenancy Approval and conducts affordability determinations.
- Review documents relative to leasing and participant moves, such as the Request for Tenancy Approval, Tenancy Addendum, HAP Contract, owner lease and ensure accuracy and consistency across documents as required.
- Negotiates rental amounts with property owners for initial lease-up, rent increases and as otherwise necessary when requested rental amounts are not affordable and/or not rent reasonable based on comparable units in the area.
- Conducts data entry, entering all resident move-ins, changes, mandatory moves, and port-ins into the Authority's software system.
- Interviews residents on an annual basis and makes interim rent determinations as requested.
- Assist with briefings for new admissions, mandatory moves, and port-ins as required.
- Receive and review applications/documentation to certify family eligibility and accurately verify that all information provided follows program guidelines that establish eligibility and financial assistance daily and/or as assigned.
- Accurately calculate family's gross/adjusted income, deductions, allowances, families rent to the owner as well as HAP Payment to the owner and any necessary utility reimbursement payment to the family.
- Prepares and issues mailings and documents related to housing program transactions, including HUD 50058 forms, HAP contracts, notices of tenant rent, voucher expiration reminder letters, and missing document letters.
- Prepares 52665s and other related documentation for 52665 and monitors for necessary incoming billing, and requests billing information from other housing authorities as necessary.
- Processes voucher extensions and denials in accordance with applicable policies and procedures.
- Performs accurate and timely data entry to maintain updated computer files pertaining to rent calculations and master files; utilizes computer programs to prepare correspondence and reports, including interview schedules, activity reports, transfer lists, etc., and reports as required.
- Answer telephone inquiries from participants and property owners and return all calls and emails within 24-48 hours, or as otherwise required.
- Conduct informal reviews and participate in grievance hearings as necessary.
- Assist Supervisor with quality control of files.
- Submit all HCV transactions to PIC within the required timeframes, monitor PIC errors and ensure timely correction for accurate PIC reporting.
- Monitor for updates to the HUD regulations including PIH Notices and other HUD advisories and alert RBHA leadership.
- Monitor PIC and EIV reports monthly including Deceased Tenants Report, Multiple Subsidies Report, Verification Report, New Hire Report, PIC SEMAP Reports and ensure proper and timely follow up is conducted on all cases needing attention.
- Issues and signs on all voucher issuances ensuring proper voucher utilization, tolling time is provided to the families as necessary, and voucher issuance effective dates are correct.
- Managing timelines and deliverables.
- Maintain open communication with supervisors and colleagues through multiple media formats.
- Perform all other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Strong command over written and verbal communication.
- Excellent interpersonal and presentation skills.
- Good understanding of the organization's overall business and its objectives.
- Demonstrate knowledge of HUD rules and regulations, program procedures, forms, and the Administrative Plan.
- Ability to interpret and apply Federal, State, and local laws and regulations.
- Ability to prioritize work, meet deadlines and produce quality results on time with attention to detail.
- Proficient in using computers with related knowledge of software programs and Internet.
- Ability to establish and maintain effective working relationships with peers, superiors, residents, community service agencies, and the public.
- Ability to be a team player and collaborate with others inside and outside of the department on challenging and time sensitive projects.
- Ability to work harmoniously with associates and others.
- Responsible for courteous, efficient response at all times.
- Knowledge of types of social services available in the community.
- Knowledge of problems commonly encountered by tenants, (financial, tenant-landlord) and their solutions.
- Ability to meet deadlines and work in a highly organized manner.
- Ability to interpret, analyze and use data.
- Analyze situations and adopt effective courses of actions.
- Ability to think strategically, solve problems and execute with excellence.
- Maintain skill sets necessary to meet performance standards and comply with changing administrative requirements as directed. Read PIH notices, training materials, guidance, and other HCV-related publications.
- Ability to be self-reflective and willing to incorporate feedback into practice.
- Demonstrate flexibility and receptiveness to new ideas and approaches at all levels.
- Ability to read, write, speak understand and communicate in English sufficiently to perform the duties of this position. Excellent verbal and written communication skills.
- Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.
- Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units. Proficiency in Microsoft Office products, Google products and data dashboards.

**MINIMUM QUALIFICATIONS:** The minimum educational qualification required to be a Housing Choice Voucher Specialist is a High School graduate or possession of a GED. An Associate degree in management, public administration, social work, or related field, is preferred, and a minimum of five (5) years of experience in property management or housing program administration. An equivalent combination of education and experience may be considered.

- Must possess at least two (2) of the following three (3) certifications within 12 months of being hired or promoted. Failure to possess both certifications after 12 months in the position may result in termination:
  - HCV Occupancy Certification
  - HCV Rent Calculation Certification
  - HQS Inspector Certification
- Working knowledge of applicable HUD rules and regulations and RBHA policies.

**SPECIAL REQUIREMENTS:** An acceptable general background check to include a local and state criminal history check. Must possess a valid driver's license with an acceptable driving record and have daily access to an automobile. Must be available to work some evenings and weekends as required.

**SUPERVISORY RESPONSIBILITIES:** None.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed and involved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**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, stooping/crouching, and handling/grasping; operating computers and other office equipment; driving, moving about the properties; 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 or more.

**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. In addition to the standard office environment, this position may work 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 may be required to work with contractors as well as Authority residents.

**NEW JERSEY RESIDENCY LAW:** Pursuant to "New Jersey First Act," N.J.S.A. 52:14-7 (P.L. 2011, Chapter 70), effective September 1, 2011 all newly hired employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you do not reside in New Jersey, you have one year after the date of hire to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment.

**This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.**

I, \_\_\_\_\_ have read the above job description for my position, I fully understand the contents, and I shall perform these duties to the best of my ability.

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date: \_\_\_\_\_