



## **Director of Housing Choice Voucher & Continuum of Care Program**

**SUMMARY:** Performs all case management duties associated with rental assistance programs for Section 8 Housing Choice Vouchers and the Continuum of Care Program. Accurately maintains a caseload of program participants under HUD Section 8 regulations, other program requirements, and Housing Authority policies. The Director of Housing Choice Voucher and Continuum of Care Program will be responsible for working with the Housing Choice Voucher Coordinator and the Executive Director of the Edison Housing Authority.

**SUPERVISION EXERCISED:** Supervision of employees will be limited to working closely with the Housing Choice Voucher Coordinator as well as a consulting firm that assists with the continuum of care program. Oversight and direction of clerical staff may be required from time to time.

**DESCRIPTION OF DUTIES AND RESPONSIBILITIES:** The following represents the major essential and secondary duties of the position; however, they are not intended to be all-inclusive. The Authority reserves the right to change, reassign, or combine job duties at any time.

### **ESSENTIAL JOB FUNCTIONS:**

1. Oversees and manages the Section 8 Rental Assistance and Continuum of Care Program within the Edison Housing Authority.
2. Works with Executive Director to make policy recommendations for overall program operations.
3. Establish and maintain strong collaborative relationships with internal staff and departments, owners, landlords, community groups, funding sources, and other housing related departments or agencies to achieve goals.
4. Ensure compliance with program/department, agency and/or funder requirements, as well as, the Administrative Plan for the Housing Choice Voucher Program.
5. Interviews and processes eligible households for rental assistance and affordable housing programs. Processes the applications and information received from these families and determines their eligibility for the program.
6. Verifies income, assets, medical or unusual expenses and assisted dwelling information. Enters data in computer generating rent, utility allowance and escrow calculations.
7. Counsels applicants with their various housing options. Assists participants establish goals. Refers participants to other agencies.
8. Arranges for and conducts group/individual briefings that explain the rules and regulations to applicants, participants and owners regarding the various Housing Authority programs. Assists applicants and participants needing help in finding a



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satisfactory unit and with other housing related problems. Provides information about other community resources.

9. Prepares necessary forms and secures signatures to finalize agreements between tenants, owners, and the Housing Authority.
10. Reviews incoming requests for lease approval or lease transfers for rent burden and forwards to inspection work group. Advises landlords of any problems. Prepares or has prepared the necessary paperwork putting eligible applicants on the programs.
11. Maintains participant contact by phone, mail and in person. Assures that participants are fulfilling their responsibility in providing accurate verification and timely submission of other necessary documents.
12. Performs annual reexaminations as well as computing any interim rent changes. Assists participants complete and sign all papers related to beginning housing assistance, interims and annual recertification's, explaining in terms they understand to ensure compliance with program rules. Processes requests for Portability (both in and out). Completes all work according to establish Housing Authority procedures.
13. Establishes, maintains and updates various logs and books related to the orderly maintenance of records. Ensures all computer records of all tenants on caseload are accurate and current. Promptly and accurately maintains all file documentation.
14. Resolves program abuse allegations. Reviews public records. Investigates as directed. Issues program warning nor notice of termination as warranted. Prepares hearing information and represents Housing Authority at informal hearing.
15. Informs owners of program requirements including Housing Quality Standards (HQS). Processes rent abatement as requested by inspection. Terminates HAP contract as warranted.
16. Prepares monthly reports and attends meetings as necessary and required.
17. Performs other related essential duties and tasks as assigned.
18. Participates in Authority's outreach program including contributions to the newsletter, events, workshops, housing authority programming and public relations.

### **Continuum of Care Program (Shelter Plus) Specific Functions:**

**Oversees and manages approximately 70 Section 8 vouchers for the Shelter Plus Program that will include the following responsibilities:**

- Attend monthly CoC meetings (1<sup>st</sup> Thursday of every month)
- Work with consulting agency, Monarch, to resolve any grant/HUD problems
- Recertify annual clients



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- Entails collecting their updated data (i.e. income, bank information, wages) as well as verifying wage and bank information
- Inform needed inspections to HomeStat
- Enter all data into software, generate contracts, send letter to client and landlord to sign contracts; and follow-up if needed
- Update HAP register under appropriate grant
- Process lease-ups
  - This includes meeting with the new client, performing an intake interview and making sure all CoC requirements are met
  - Voucher and landlord packet are given to the client, and the program is explained
  - Once landlord packet is received, make sure unit is affordable
  - Occasionally negotiate with landlord (to lower rent)
  - Notify Homestat to inspect
  - Once inspection passes, enter all information into software, generate contracts for landlord and client
  - If EHA supplies Security Deposit, type up a check
  - Update HAP register under appropriate grant
- Perform interims (changes) when necessary
- Prepare and mail Annual Recertification packets
- Keep track of grants' drawdowns
  - Keep a record of rental assistance and admin fee
  - Recapture any monies when a grant expires
  - Drawdown monthly HAP through eLoccs, print out payment voucher and sign
  - Notify appropriate agency when their grant expires so they can run and forward their APR – submit all information into SAGE
  - If APR is rejected, must resolve
- Initialize for monthly HAP check run; and process "Balance Report"
- Copy checks after signature and file
- Collect WA rents, deposit into bank account; and generate new leases in accordance with HOME Program rents for WA
- Invoice WA quarterly for management
- Return rent portions to WA on a quarterly basis
- Handle all client's with compassion, discretion and confidentially (especially domestic violence clients)



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**KNOWLEDGE, SKILLS AND ABILITIES:** The individual must possess the following knowledge, skills and ability or be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- a.) Must have a valid New Jersey Drivers license;
- b.) Must be capable of performing a light lifting of up to 20lbs while in the office, predominately paper products, small office equipment, files.
- c.) Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal tactfully with a variety of people under constantly changing circumstance using tact and diplomacy, ability to prioritize tasks and work under minimal direction, ability to understand and follow complex verbal and/or written instructions, and familiarity with filing systems and standard business machines (i.e., copiers, calculators, typewriter, computer equipment, telephone systems, etc.)
- d.) Ability to learn and follow regulations, policies and procedures of the Housing Authority. Ability to maintain confidentiality of tenants and landlords. Ability to work harmoniously with other employees. Ability to work with diverse ethnic and low-income families in a professional manner. Knowledge of a second language helpful but not necessary.
- e.) Proven skills using computers with emphasis with PHA-Web, Tenmast, Microsoft Word
- f.) Reasonable knowledge of the community, social and economic resources available to low income and elderly individuals with particular emphasis on resources as they apply to housing.
- g.) Reasonable knowledge of working with the homeless population in New Jersey

### **EXPERIENCE AND EDUCATION:**

1. College or University degree preferred.
2. Five years plus experience working in the Housing Choice Voucher Program
3. Must have five years plus experience working with low-income, senior, homeless or housing related programs.
4. Must maintain the following certifications: HCV eligibility certification, HCV Rent Calculations Certification, Management Certification, EIV workshop and training.