



Position Description

Position Title:	Vice President – HCV	Department:	HCV
Reports to:	Chief Operating Officer/SVP	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to lead the operations of the Housing Choice Voucher Program at Columbia Housing. The incumbent is responsible for interpreting federal, state, and local regulations regarding HCVP operations. 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 CH regulations.

All activities must support the 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.

- Directs the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, assisting in the selection of new employees, training, acting on employee problems, and recommending and implementing discipline.
- Directs all HCV Department operations; establishes, communicates, monitors, and evaluates department goals and initiatives; creates, implements, and maintains monitoring and reporting systems to ensure quality and timeliness of department and program work.
- Ensures that staff maintains and affirms, effective communication with participant families, owners/agents, neighborhood groups, housing advocates, and service providers.
- Monitors and analyzes Housing Assistance Payments, voucher issuance, and participant attrition to ensure steady, authorized utilization of Housing Choice Vouchers.
- Evaluates applicant and participant access barriers, revises policies, and implements practices to reduce and eliminate barriers.
- Reviews program policies against changing regulations, laws, and viewpoints in order to coordinate timely implementation of amended goals and policies.
- Manages comprehensive quality control program.
- Prepares performance and activity reports for the Board of Commissioners and attends board meetings to verbally respond to information.
- Prepares applications and supporting data to secure additional funding and programs from HUD to increase housing opportunities for families.
- Forecasts funds needed for program administration and Housing Assistance Payments, employing cost savings strategies, and analysis of participant rent burdens under rent reform.
- Develops program budgets that ensure adequate subsidy assistance to as many participant families as possible without exceeding authorized voucher allocations.
- Evaluates the financial performance of rent reform and non-rent reform programs on an ongoing basis.
- Acts as Hearing Officer for the PH program.



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- Ensures HUD performance standards and other reporting requirements are maintained at a 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 client 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.
- Represents 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.
- 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 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.



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Job Competencies

- Knowledge of the general operations and procedures of CH properties, particularly in relation to the 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 establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
- 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 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 delegation of duties.
- Ability to orient other employees and to explain organizational policies, rules regulations, and procedures.

Education and/or Experience

Bachelor's Degree in Business Administration, Public Administration, or related field and a minimum of seven (7) years of experience in public and/or assisted housing, including a minimum of three (3) years of experience in management capacity. An equivalent combination of education and experience may be considered.

Must possess or have the ability to obtain a Housing Choice Voucher Manager Certification within one (1) year of employment.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have 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 (MS Word, Excel, 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.



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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.

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.

The majority of the work performed will occur in an office environment. The noise level in the work environment is usually moderate. Position may require the incumbent to occasionally work on CH 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.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]