

## **HOUSING ASSISTANCE PROGRAM SUPERVISOR**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible administrative and supervisory work operation of federally funded Community Development Authority Housing Assistance (e.g., Housing Choice Voucher, better known as the Section 8 Program, the Section 8 Homeownership Program, the Project Based Voucher Program and other related Housing Assistance Programs) programs and functions. This work is characterized by judgment, discretion, and initiative in planning, coordinating, supervising, performing, and monitoring Housing Assistance program activities consistent with federal (HUD) requirements and departmental policies and procedures. This work is performed under the general supervision of the Housing Operations Program Manager, who reviews the work primarily for compliance with stated programmatic objectives, policies, and procedures.

#### **Examples of Duties and Responsibilities:**

Plan, coordinate, supervise, and evaluate the activities of the Housing Assistance section and staff (e.g., Housing Assistance Clerks, Section 8 Inspector, Housing Assistance Clerk/Inspector, Housing Assistance Outreach Coordinator, etc. Participate in the hiring and discipline and train, assign, monitor and evaluate the work of subordinate clerical and inspection staff. Oversee and monitor inspections as required by HUD regulations to ensure code and contract compliance.

Keep informed of the new developments relative to the housing assistance programs and review changes and develop strategies for implementation and consistent treatment of clients. Establish work priorities and operating procedures, participate in the development and/or modification of related policies and review work for conformance with applicable standards. Participate in the development and/or modification of related departmental policies. Share pertinent information and program updates with staff and answer questions and/or research answers to complex or unusual Section 8 questions. Monitor activities and take action to maximize program and staff efficiency.

Develop, coordinate and/or oversee the development and maintenance of applicable recordkeeping systems (manual and/or automated), necessary to provide orderly assignment of certificates, vouchers and moderate rehabilitation assistance; and to insure the collection and adequacy of documentation required for execution of Housing Assistance payments contracts. Prepare and submit internal and federal reports as appropriate. Develop and process a high volume of operational statistics and reports from which cost analysis or productivity data can be extracted.

Participate in the central administration managers meetings, in expanded group meetings, and in Housing Operations Management Team efforts.

Review and approve all Housing Assistance Payments Contracts to ensure compliance with federal regulations. Audit files for compliance with program regulations to prepare for audits by City and HUD auditors.

Supervise and/or coordinate the processing of program certifications and re-certifications, to include calculating allowances in accordance with federal regulations; coordinating tenant interviews and unit inspections; insuring that applicants/current tenants meet and continue to meet program regulations; and processing transfers or terminations from the program. Conduct and/or coordinate explanation meetings and informal hearings as necessary.

Oversee and prepare cases for assignment to other staff. Oversee and/or conduct group briefing sessions and the interviewing of program applicants and participants to determine their qualification based on HUD guidelines. Coordinate and/or develop the documentation necessary to support decisions.

Provide final decisions on program rules to individuals and outreach/education to groups, through formal presentations and written materials. Actively promote and market applicable HUD programs with rental property owners and the community. Implement and/or oversee the implementation of an outreach program to develop and maintain a strong relationship with landlords. Explain program requirements and regulations, clear up misunderstandings and negative impressions, encourage participation, and facilitate and resolve disputes between landlords and tenants.

Participate in the completion of studies, reports, and/or projects by gathering data and/or information and assisting in the assessment of individual or systematic problems. Perform a variety of research-related activities by extracting situational information from records or by developing and implementing various studies or statistical reporting systems.

Prepare and/or participate in the development of program budgets. Monitor expenditures, set up and maintain account status records, and recommend fund transfers and communicate with the Comptroller's Office in routine budgetary matters relative to the program. Manage personnel resources to successfully administer all program components. Develop and implement a collection process aimed at minimizing the negative budgetary and program integrity impacts of fraud and delinquencies. Participate in the analysis and development of various HUD program initiatives.

Monitor Federal Congressional Budget proceedings and HUD Housing Choice Voucher Program for administrative changes and budgetary discussions and assess potential local impacts. Maintain communication with appropriate HUD and National Housing (i.e., NAHRO, PHADA) organizational staff regarding federal Congressional appropriations and HUD program allocations, to make local annual budgeting recommendations and mid-year adjustments regarding program expenditures.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of related manual and computerized bookkeeping and other recordkeeping practices and techniques. Working knowledge of directly related federal housing program principles, practices, terms, and criteria. Working knowledge of supervisory practices and procedures. Working knowledge of standard business, public administration, and office management practices and principles, including those relating to federally regulated financial assistance programs. Working knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of basic marketing practices and techniques. Knowledge of general building inspection procedures. Knowledge of property management and real estate practices as they relate to multi-family housing. Ability to supervise, train, evaluate, discipline, and coordinate the work of subordinate staff members. Ability to interpret and apply relevant federal, state, and local rules and regulations. Ability to collect, analyze, and summarize data and to compile and prepare related reports. Ability to communicate effectively both orally and in writing. Ability to plan, organize, and supervise detailed work. Ability to analyze complex regulations and develop and implement responsive operating procedures and marketing/outreach efforts. Ability to compile and prepare related reports. Ability to establish and maintain effective public and working relationships. Ability to make public presentations, answer questions, and explain program requirements. Ability to resolve disputes or facilitate their resolution. Ability to make decisions based on relevant facts and guidelines and to explain and document such decisions. Ability to maintain adequate attendance.

### Training and Experience:

Generally, positions in this classification will require:

Two years of responsible related professional, paraprofessional, administrative, and/or property management experience, including at least one year of which focused on the interpretation of related federal program requirements and the establishment of responsive recordkeeping systems and procedural initiatives and one year of lead work or supervisory experience. Such experience would normally be gained after graduation with a Bachelor's Degree in Business or a related area. Possession of an Associate's Degree in Business or a related area, and an additional two years of related experience will also be considered. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills, and abilities necessary to perform the work will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

The incumbent will be expected to physically travel to various locations throughout the City and surrounding area as part of the job duties. Otherwise, work is performed in a traditional office setting. The incumbent may be expected to attend meetings outside the normal work schedule, including evenings and weekends.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Housing Operations	18	08

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

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Date