



HOUSING AUTHORITY OF THE CITY OF LUMBERTON

407 N. Sycamore St. ▪ Lumberton, NC 28358

www.lumbertonhousing.org ▪ (910) 671-8200 ▪ (910) 802-4526 Fax

Job Description

Title: Director of Housing Choice Voucher Program (HCV)

Reports To: Chief Operations Officer

Department/Division: Housing Choice Voucher/Section 8

FLSA Status: Exempt

Employment Status: Full-Time

Date: January 10, 2024

Position Summary

Responsible for overall operation of the Agency's Housing Choice Voucher Programs (HCV) 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 Agency's leased housing programs. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Section 8 Management Assessment Program (SEMAP) and other future HUD required evaluation systems. The duties listed below are illustrations 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.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Plans, directs, manages, and monitors all facets of the Agency's Housing Choice Voucher Section 8 Program and staff to ensure compliance with HUD guidelines and regulations, the Agency's Administrative Plan, federal, state, and local regulations, laws, ordinances, and Agency 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. Plans, supervises, and monitors daily overall activities, documentation, and report submissions of the Agency's Section 8 housing programs. Makes effective policy, administrative, and management decisions on routine activities in operation of the programs.
3. Projects, on a continuing basis, Housing Choice Voucher turnover to ensure a sufficient stream of participants are in process to fully utilize the available voucher funding and to maximize program administration fees.
4. Reviews, interprets, and implements rules, regulations, and legislation pertaining to HCV and makes changes to Agency policies and procedures as appropriated.
5. Monitors overall compliance with rules and regulations pertaining to Housing Quality Standards (NSPIRE) inspections and ensures timely completion of inspections as required.
6. Makes recommendations and/or decisions regarding families continuing to receive assistance, noncompliance, and fraud and supervises employees assigned to monitor same.



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7. 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.
8. Oversees the determination of utility allowances. Analyzes utility rates and other services in developing and maintaining the utility allowance schedules.
9. 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 Agency and HUD program rules.
10. Assists landlords/owners and tenants in resolving controversies and makes recommendations to the Chief Operations Officer.
11. 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.
12. Ensures that appropriate required reports, Board actions, and legal responses required by the Agency and HUD are prepared and presented in a timely manner.
13. Oversees and participates in the preparation of and coordination of the Agency's HCV annual budget and monitors expenditures during the year.
14. Prepares and submits all funding applications for relevant programs. Monitors program outreach efforts for the HCV assistance programs and evaluates results.
15. Reviews and evaluates data for the Agency's jurisdiction to ensure compliance with HUD regulations for rent reasonableness determination.
16. Collects and electronically submits, reviews, and corrects Form HUD-50058, and retrieves and monitors the following reports in PIC: Late annual re-exam, Late NSPIRE Inspections, Rent Calculations, and Reporting Rate.
17. Works with the Finance Department, to perform the routine accounting work involved in the processing of HAP check runs and utility reimbursements, cash receipts for repayment agreements from tenants and landlords, posting to the general ledger and tenant ledger and the reimbursement of incoming portability payments to Housing Authorities.
18. Monitors monthly disbursements of funds to landlords in other jurisdictions (portable) and tracks reimbursements of funds owed to the Agency.
19. 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.



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20. Successfully maintains positive Agency image and working relationships with the community and local, state, and federal government officials.
21. Attends professional meetings, seminars, and conferences to keep abreast of new trends, activities, and concepts in the HCV. Supports, assists, and works with other Agencies and affiliated organizations in joint efforts; which are mutually beneficial.
22. Participates in community activities and functions relevant to Agency objectives; maintains membership and participates in appropriate community service organization(s) activities.
23. Conducts quality assurance audit inspections in accordance with federal regulations as needed.
24. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

Bachelor's degree in Business, Public Administration, or a closely related field from an accredited college or university and four (4) 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:

- Enterprise Income Verification System (EIV)
- Fair Housing
- Housing Choice Voucher
- Occupancy Specialist
- Rent Calculation

Knowledge and Skills

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 Housing Choice Voucher Program; 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 Housing Choice Voucher eligibility and rent calculation requirements, as required by HUD and Housing Quality Standard (NSPIRE) 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.



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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 Agency.
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 Agency computer equipment and software packages.

Supervision Controls

The Director of HCV receives instructions from the Chief Operations Officer regarding Agency goals, priorities, and special assignments. The employee routinely works without the direction of the Chief Operations Officer and is free to develop methods, deadlines, and/or objectives. When instructions are received, they are usually specific and detailed because they apply to unusual and rarely occurring situations. Normally the Director of HCV makes independent decisions pertaining to situations not covered by specific guidelines but the Chief Operations Officer is consulted in serious or unusual circumstances. The work of the employee is reviewed for progress, achievement of goals as appropriate to the circumstances, and compliance with procedures.

Under normal conditions, the Director of HCV makes general assignments to staff in the HCV Department specifying priorities, deadlines, and objectives. The Director of HCV frequently makes specific assignments to department staff.



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Assignments to staff will include what is to be done, deadlines, quality, quantity, and priority. The employee supervises managerial and clerical employees and monitors the work of multiple work units.

Guidelines

Guidelines followed by the Director of HCV include established policies and procedures, traditional practices, published laws, regulations, handbooks, codes, and ordinances. Materials used vary with the issues and the entities involved, and independent research is necessary depending on the activity and/or project requirements.

Complexity

The Director of HCV performs a variety of related tasks which are typically routine in nature. Problems or issues such as available resources, budget, objectives, timing, and duration of a project can be moderately to extremely complicated to resolve. Usually, the employee determines what needs to be done and how. The employee may regularly make decisions regarding conflicting data, while ensuring productivity and quality standards are met.

Scope and Effect

The Director of HCV's work affects a considerable portion of the Agency's total housing program and the tenants assisted by the Agency. Effective and efficient accomplishment of work by the employee contributes significantly to the Agency's ability to provide adequate housing to the county's low-income tenants.

Personal Contacts

The Director of HCV'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 Agency. Contact serves multiple purposes include: 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.

Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eyestrain from working with computers and other office equipment.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of office-related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
6. Must have vision and hearing corrected to be able to perform essential job functions.
7. Must maintain a professional appearance and portray a positive image for the Agency.
8. Must maintain punctuality and attendance as scheduled.



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9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

Other Requirements

1. Must possess a State of North Carolina driver's license and maintain a good driving record.
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 the City of Lumberton 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 the City of Lumberton 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

MANAGER SIGNATURE

DATE