

Economic Security Corporation Job Description

Job Title: Housing Assistance Supervisor
Division: Housing
Reports To: Director of Housing & Development
FLSA Status: Exempt
Revision Date: November 15, 2017
Job Classification: Grade 7

SUMMARY

The Housing Assistance Supervisor is responsible for the day-to-day operations of the Housing Assistance program. The Housing Assistance Supervisor provides support for the operation and maintenance of all housing assistance programs for vouchers and initiates tenant and landlord contacts and gathers appropriate eligibility documentation; prepares files and determines re-certification criteria; coordinates all housing inspections; updates the Housing Assistance Payment check writing system and enters all data changes; and prepares annual certifications and letters on housing inspections.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Investigates information for verification of program eligibility for tenants, prospective tenants, and property owners.
2. Coordinates with Housing staff and performs inspections when needed to schedule move-in, annual inspections, quality control and any special quality control Housing Quality Standards (HQS) inspections; corresponds with tenants and landlords in regard to the reexamination and inspection process.
3. In the absence of the Director of Housing, completes the distribution of monthly tenant and landlord housing and utilities disbursements.
4. Coordinates resources with other social services agencies on behalf of the tenant.
5. Conducts housing briefings for various housing programs and educates and familiarizes people with the contracts, tenant/landlord rights, and other documents they must sign and understand.
6. Works with landlords to determine when housing units will be available and informs them as to which tenant is interested in the affordable housing unit.
7. Interviews tenants to gain further information and builds positive relationships with them.
8. Directs orientation sessions for landlords and tenants to explain HUD Housing Assistance program rules, regulations, housing quality standards, reporting requirements, and equal opportunity precepts.
9. Makes briefing packets for families containing all documents pertinent to the appropriate Housing Assistance program.

10. Determines if rents are within Fair Market Rent ranges and instructs tenants on what to do if rents are not in compliance.
11. Conducts Housing Quality inspections to determine that the unit meets all HUD regulations and is decent, safe, and sanitary according to agency standards.
12. Determines if tenants should be terminated from the program.
13. Determines eligibility and status of applicants.
14. Monitors tenant files and schedules annual reviews for tenant re-certification.
15. Maintains waiting list of prospective tenants and follows up with correspondence when a housing unit becomes available.
16. Finishes all contracts and documents necessary to complete the tenant file.
17. Prepares utilities and adjusted gross income worksheets to determine total tenant payment, utilities allowances and gross rents.
18. Corresponds with applicants if they are over income, need to update their applications, or need to verify their housing preferences.
19. Assists housing staff with rent reasonableness and utility rate studies.
20. Assists in preparing end-of-month and fiscal reports.
21. Interprets applicable HUD policy where interpretation of 24CFR, part 700 to 1699 is required.
22. Enters applicant information into the Housing Pro housing software, runs monthly waiting list report; runs reports required by HUD; and transfers the Housing Pro information monthly to the PIC HUD web-based program.
23. Operates as liaison to the public regarding the housing programs; explains programs to landlords who may wish to participate; prepares orientation packets for new landlords.
24. Attends interagency council meetings and markets housing information at other agency functions; has personal contacts with caseworkers from other social service agencies, HUD officials, and other public housing authority staff, landlords and tenants.
25. Calculates changes for interim reexaminations, including income alterations or any other status changes reported monthly to the agency by tenants or landlords.
26. Makes referrals to tenants who need additional supportive services to ESC's Community Development department.
27. Must have a 95% lease-up rate or Housing Assistance Payment (HAP) budget spent by June 30 each year.
28. Maintain a 95% PIC delinquency rate each month.
29. Must have 98% of the HQS inspections completed before the HAP contracts are executed.
30. Maintains a minimum of satisfactory ratings of the HUD Section 8 Management Assessment Program (SEMAP) annually.
31. Oversees the Homeless Prevention Rapid Rehousing Program from the department's standpoint dealing with rent reasonable issues.

32. Reviews and interprets PIC notices and Housing Choice Voucher (HCV) issues that come from the HUD office
33. Implements and supervises the Housing Pro computer system.
34. Assists the division director with some of the SEMAP indicators.
35. Responsible for coordinating the Homeless program.
36. Completes training for all new employees of the division.
37. Supervises the Housing Quality Standards Inspection process.
38. Handles complaints by landlords, tenants, or funding sources.
39. Responsible for the Housing Pro Software usage, training, and any corrections that need to be made.

SUPERVISORY RESPONSIBILITIES

Directly supervises one person in the Housing Division and supervises other staff in the absence of the Division Director. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, recommending applicants for hiring, and training employees; organizing, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree in social work, business administration, education; or five years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions finished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, AND REGULATIONS

Must possess valid drivers license, have reliable transportation and meet Missouri automobile liability minimum requirements. Must be able to pass all background screening done by the agency.

OTHER SKILLS AND ABILITIES

Background in computer use that includes Microsoft Word, Powerpoint and Excel software applications. Knowledge of Housing Pro software application and HUD’s PIC web-based program helpful.

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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, instance vision, color vision, and ability to adjust focus.

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 noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Name