

HOUSING AUTHORITY OF THE CITY OF NEWNAN GEORGIA

JOB DESCRIPTION

JOB TITLE: Housing Choice Voucher (HCV) Coordinator and Hearing Officer

EXEMPT: Yes

SALARY LEVEL: Minimum: \$51,500 Maximum: \$61,800

EMPLOYEE REPORTS TO: Executive Director

PREPARED BY: Sandra M. Strozier

DATE: March 17, 2022

APPROVED BY:

DATE:

EXPIRATION DATE:

SUMMARY

Under the supervision of the Executive Director, the incumbent is responsible for providing operational support for the Housing Authority of Newnan Housing Choice Voucher (HCV) programs by assisting in the delivery of these services, which includes application processing, waiting list management, portability actions, intake actions, and/or annual reexamination duties. The incumbent is also responsible for identifying potential grant sources and preparing and submitting applications for grants. The incumbent is also responsible for all aspects of program administration including, eligibility determination, waiting list management, landlord relations, rent and utilities calculations, interim re-examinations, etc under the HCV Program. Considerable knowledge of HUD regulations is necessary for the employee in this position.

The incumbent is also responsible for conducting and overseeing administrative hearings within the Housing Authority, including but not limited to, Public Housing admission denial hearings, public Housing formal grievance hearings, in accordance with HUD regulations, landlord tenant law and Housing Authority policies. Note: HCV admission denial hearings and termination hearings will be outsourced to an independent contractor.

ESSENTIAL FUNCTIONS

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individual may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

- Approve eligibility of prospective clients for program.
- Complete client orientation and prepare leasing documents using prescribed HUD forms.
- Issues, receives, and processes application, interviews applicants, and process verification documents, calculates rent and utility allowances and maintains application files and waiting

- lists.
- Certified HQS Inspector and can inspect units for initial, annual quality control inspections.
- Updates the waiting list on a regular basis.
- Performs rent reasonableness surveys annually and the annual utility allowance adjustment.
- Enforce HAN contracts/addendums, client responsibility, repayment agreements, and terminations. Refer fraudulent cases to Investigator and/or Executive Director.
- Perform annual re-certifications and interim reviews with clients to determine continued eligibility based on the Enterprise Income Verification System (EIV), client submission, and/or third-party verifications.
- Maintain client files according to HAN and HUD standards using housing authority software.
- Develop and maintain rapport with landlords and/or property managers.
- Provide monthly report for Voucher Management Systems (VMS) Accounting using housing authority computer software and provide monthly reports for HUD's two-year forecasting tool.
- Provide assistance in landlord issues including complaints, tenant lease violations, damage claims, and education on housing assistance programs.
- Contact eligible prospective clients for available vouchers using email, phone calls and mail delivery.
- Provide information for completion of HAN and HUD forms and reports.
- Maintain knowledge and awareness of HUD regulations, computer updates, and agency program changes.
- Interact with community agencies or associations regarding programs and procedures.
- Determine portability status for each household, including initial preparation and processing of documents.
- Provide a written decision promptly to the participant in all hearing matters consistent with legal requirements.
- Interpret landlord/tenant law and HUD and HAP regulations.
- Receive and examine relevant information on issues brought before the hearing.
- Hear and evaluate testimony from parties involved in the issues.
- Establish guidance material regarding the informal hearing process.
- Performs related tasks as required

KNOWLEDGE, SKILLS, AND ABILITIES

MINIMUM REQUIREMENTS

- Bachelor's degree in human services or related field; or a combination of education and work experience to perform job duties as described.
- Five years minimum of progressive work experience in public housing, for a public agency, or closely related field; with three years of supervisory experience. An equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient.
- Must pass criminal background investigation and driving record review.
- Ability to read, interpret and understand US Department of Housing & Urban Development (HUD) regulations, and management relating to the Housing Choice Voucher program.
- Knowledgeable of HUD's Housing Quality Standards (HQS) requirements and willing to become certified within 90 days of employment.
- Must possess strong interpersonal skills and be detail oriented; communicate effectively both orally and in writing; possess strong computer and organizational skills required to prioritize multiple tasks and demands.
- Ability to effectively interact with culturally diverse persons of low income.
- Ability to establish and maintain positive working relationships with landlords/property managers, other agencies, and the public.

Physical Requirements.

1. Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, etc.
2. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculator, office supplies, etc.
3. 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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms. The employee is required to occasionally lift to 10 pounds.

Special Requirements

1. Must possess a valid driver's license and be able to be covered by the HAN's insurance.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change by HAN Management to fit the Mission of the HAN.

Competencies and Characteristics of a Successful Employee:

Ethical Conduct: Adheres with the rules and standards set by the Mission and Core Values of the HAN and federal, state, and local laws for housing authorities.

Client Focused: Committed to the understanding of client needs and successfully applying them to HAN programs and project development

Results Driven: Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

Motivating Others: Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working with.

Community Development: Develops strong external loyalty to the mission and values of the organization.

SPECIAL REQUIREMENT – Read job description before signing

By signing this job description indicate that you have read the full context of this job description and agree that you understand and can function in all areas of responsibility of the position of HCV Coordinator.

Effective Date: _____

Employee's Signature

Supervisor's Signature

Date

Date

AN EQUAL OPPORTUNITY EMPLOYER