



JOB DESCRIPTION

POSITION TITLE:	Director of Voucher Management	FLSA STATUS:	Exempt
DEPARTMENT:	04-Leased Housing	PAY GRADE	110
REPORTS TO:	Chief Operations Officer	REVISED DATE:	06/15/2023

POSITION SUMMARY

Under the general direction of the Chief Operations Officer (COO), the Director of Voucher Management (DVM) is responsible for planning, directing, monitoring, and evaluating the services and activities associated with the management of subsidized housing programs of the Leased Housing department, including the Housing Choice Voucher (HCV), Project Based Vouchers (PBV), VASH (Veteran based program), Moving to Work Tiered Rent Study, and other special programs. In addition, the classification serves as an internal consultant to executive and senior management staff on sensitive and/or complex subsidized housing issues.

Plan, direct, and monitor the services and activities for all Leased Housing operations to ensure compliance with Charleston-Kanawha Housing Authority (CKHA) policy, rules, and procedures, Department of Housing and Urban Development (HUD) regulations and program guidelines, coordinate activities with other Housing Authority departments, other agencies, organizations, and the public.

Exercise direct supervision over program managers. May directly supervise specific classifications within the department as well as provide indirect supervision over other departmental positions.

ESSENTIAL FUNCTIONS

The following represents principal responsibilities of the position; however, they are not intended to be all inclusive. CKHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

- Plan, direct, monitor the services and activities for all Leased Housing operations to ensure compliance with CKHA policy, rules and procedures, HUD regulations and program guidelines; coordinate activities with other CKHA departments, other agencies, organizations, and the public.
- Manage and participate in the development and implementation of Leased Housing Department goals, objectives, policies, and priorities for each assigned service area; ensure that goals are achieved; establish, within CKHA policy, appropriate service and staffing levels; allocate resources accordingly.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; conduct organization and operational studies; identify opportunities for improvement and review with the COO; submit all proposed changes to the Chief Executive Officer (CEO) for final approval before implementation of changes.
- Interpret agency policies, federal regulations and Public and Indian Housing (PIH) Notices for staff to assist them in the consistent application of the rules governing the program.
- Complete grant applications for Shelter Plus Care; process Annual Progress Report (APR) for Shelter Plus Care.

- Complete and apply for Notice of Funding Availability (NOFA) opportunities and other grants.
- Develops and maintains a recruitment, retention, and education program for landlords to increase and sustain availability of affordable housing, using all forms of communication, social media, etc. to achieve agency goals of expanding available housing for participants; assist with the regular publishing of the landlord newsletter and other program publications; update the website for addition and removal of units, assist with landlord meetings; develop and maintain a good rapport with landlords.
- Select, train, motivate, and evaluate Leased Housing Department personnel; provide or coordinate staff training; work with employees to correct deficiencies; plan and direct the department's work plan; meet with staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; ensure compliance with applicable Federal, State, and local laws, codes, and regulations.
- Participate in the development and administration of the Leased Housing Department budget; assist in the forecast of additional funds needed for staffing, equipment, materials, and supplies; assist in the monitoring of and approve expenditures; assist with the preparation of implement budgetary adjustments as necessary.
- Represent the Leased Housing Department to other CKHA departments, local officials, and outside agencies; explain and interpret department programs, policies, and activities; negotiate and resolve sensitive and significant issues; respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Oversee and participate in the preparation of required reports, including the Section 8 Management Assessment Program, Voucher Management System (VMS) and related HUD reports.
- Identify legislative and regulatory issues related to the delivery of HCV Programs; prepare analysis, responses, and recommendations for the COO.
- Participate in professional group meetings; stay abreast of new trends and innovations in the field of public and/or assisted housing programs; stay abreast of housing legislation and program regulations and policies at the Federal, State, and local level; establish and maintain a customer service orientation within the department.
- Establish positive working relationships with representatives of community-based organizations, other agencies, CKHA management and staff, and the public.
- Provide direction to professional staff and consultants involved in the planning, evaluation and/or provision of subsidized housing related services and activities. Assign work activities and projects. Evaluate work performance. Recommend and implement progressive disciplinary actions, as required.
- Serve as an internal consultant to executive staff and the Board of Commissioners regarding subsidized housing related matters. Make presentations to the Board of Commissioners and its committees regarding CKHA's subsidized housing services and activities.
- Serve as an internal consultant to senior management staff members regarding subsidized housing related matters. Provides technical assistance to the accounting staff on matters related to the administration of subsidized housing programs.
- Coordinate and review the HCV Administrative Plan, Utility Allowance Schedules, and Voucher Program Payment Standards. Implement HUD's annual adjustments to the Fair Market Rents, Annual Adjustment Factors, and other program modifications.

- Provide guidance to Hearing Officers about CKHA policy, procedures and HUD regulations related to the administration of the HCV programs; review the procedure and practice used in the conduct of Informal Hearings involving applicants and participants in the HCV programs.
- Prepare records alleging fraud or program abuse for submission to the COO (or HUD Regional Inspector General), or to other appropriate bodies for investigation.
- Direct the performance of research and/or investigations and the preparation of responses to subsidized housing related inquiries; issues and/or problems. Direct the preparation of responses to subsidized housing related audit findings of internal and external auditors; and local, state, and federal regulatory and funding agencies.
- Prepare monthly reports, memoranda, letters, and other forms of documentation associated with the duties and responsibilities of the classification.
- Approve and execute all initial Housing Assistance Payment (HAP) contracts with participating landlords, ensuring all quality control standards have been met.
- Oversee the timely correction of 50058 error reports to ensure a 98% reporting rate.
- Review monthly reports from PIH Information Center (PIC) and EIV to ensure agency compliance with HUD requirements.
- Approve all terminations of assistance; ensure that proper, timely notification is sent to participants and landlords.
- Review all requests for informal hearings to determine if they are appropriate or may be resolved outside the hearing process.
- Conduct periodic management team and departmental staff meetings. Attend senior staff and agency-wide meetings, and meetings of other operating divisions of CKHA, as required. Represent the Leased Housing department at public meetings regarding subsidized housing related matters.
- Enthusiastically promote the CEO's priorities for the operations of CKHA.
- Maintains the utmost confidentiality of all clientele information.
- Understand and follow directions.
- Keep work area neat and clean in appearance.
- Regular attendance and punctuality are required.
- Perform other duties as assigned.

WORKPLACE CONDUCT

CKHA's goal is to develop a friendly, confident work environment. A good working relationship between co-workers, supervisors, and management is an important element in the success of everyone's career. As a result, CKHA expects employees to be respectful of their co-workers, supervisors, managers, customers, clients, and vendors. Employees are expected to perform their work in a professional and accurate manner. The responsibility for ethical behavior rests with the individuals who work for the Housing Authority. CKHA's reputation is built upon the acts of each employee. As a result, we expect our employees to:

- Be accurate in their communications, never misrepresenting the facts or shading the truth.
- Be honest in promising what can be delivered and dependable in following through on work commitments.
- Always display a positive image.

QUALIFICATIONS

Education/Knowledge/Licensure: bachelor's degree in education, business, social service or related area. Knowledge of federal regulations governing assisted housing programs. A sound working knowledge of the principles and practices of budget development, business and personnel administration and management. Knowledge of office practices, procedures, and office equipment. Requires a valid West Virginia driver's license.

Skills: Must be proficient in Microsoft Operating System as well as Microsoft Office applications (Microsoft Word and Excel). Must be able to plan, organize, direct, and coordinate work of a public agency department in a manner conducive to high performance and morale. Effectively train, motivate, supervise, and evaluate staff. Maintain confidentiality. Formulate policy and procedures to plan and monitor the work of others. Exercise management initiative and independent judgment that demonstrates quality customer service, good business sense, and creativity. Establish and maintain effective working relationships with all levels of CKHA staff, applicants, and the public. Prepare clear, concise recommendations and reports. Communicate complex ideas clearly and effectively both verbally and in writing and speak effectively before groups. Prepare work within established operating budgets. Must be able to deal with frequent interruptions. Ability to deal effectively with people of diverse ages, economic and cultural backgrounds or possess the ability to successfully work with a variety of populations.

Experience: Minimum five years management experience in one or more fields of education, social service work, business, or public relations, preferably in responsible supervisory positions requiring extensive public contacts.

The knowledge, skills, and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills, and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Required Special Qualifications: Successfully complete HCV Specialist and Housing Quality Standard (HQS) certification training course within one year of employment (at the employer's expense and subject to funding availability). Successfully complete an HCV Executive Management certification training course within two years of employment (at the employer's expense and subject to funding availability).

WORKING CONDITIONS

Environmental Conditions: Work is generally performed within an office environment, with standard office equipment. Work is generally sedentary in nature but may require standing and walking. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.

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 will spend long hours sitting, using office equipment, and computers. Typical office environment; must be able to attend meetings and trainings

and travel to Authority sites unaccompanied. The employee is required to read, write, hear, and communicate fluently in English. The employee is occasionally required to stand, walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Hazards: Work involves frequent contact with angry, upset, or frustrated individuals.

**CKHA is an Equal Opportunity Employer
Drug Free Workplace**