



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
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POSITION DESCRIPTION

TITLE	HCV Supervisor	SEND RESUME TO	Jamie.flechas@habctx.org
SUPERVISOR	HCV Manager / Director	DEPARTMENT	Section 8
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

Position Summary:

The HCV Supervisor will assist the HCV Manager with the organization, supervision, and execution of the assisted housing programs, including Housing Choice Voucher, Project-Base Voucher, Family Self-Sufficient, and Special Programs. The position has a supervisory role and is responsible for supervising and training the HCV Department Staff, ensuring quality customer service to our landlords, fostering constructive relationships with other housing authorities, and overseeing the leasing and inspection process.

Job Description and Duties:

- Provides supervision through coaching and counseling and maintains accountability by administering corrective action when necessary.
- Supervises that the inspection team follows the Housing Quality Standards (HQS) procedures established by the US Department of Housing Development (HUD).
- Supervises assigned staff, assigning, reviewing, and evaluating work; ensuring training and professional development and reviews workflow to ensure adequate coverage efficiency.
- Responsible for design, develop, coordinate, facilitate and deliver training for all HCV Department Staff: HUD guidelines, CFR's, PHA policies and procedures, rent calculation, HQS, etc.
- Develop instructional material for employee training courses that support the HCV Department policies and procedures.
- Reports the progress of employees and new employees under their guidance during training periods and identifies skills or knowledge gaps that need to be addressed.
- Makes suggestions on improving work procedures in the HCV Department and contributes experienced technical knowledge to developing Standard Operating Procedures (SOPs).
- Maintain a tracklog of training attended and certifications obtained by the HCV Department employees.
- Performs monthly internal reviews and analyzes reports to monitor quality control and work performed by subordinate staff.
- Encourages continued participation of property owners in the Housing program and attempts to resolve owner-generated problems; develops owner participation programs and property improvement plans in cooperation with others.

- Meets rental property owners to explain policy and procedures for participation in rental assistance programs and discusses owner/tenant rights and responsibilities.
- Handles complex landlord cases and conducts counseling sessions with households who may be recommended for termination assistance.
- Performs other duties as assigned.

Minimum Qualifications:

Thorough Knowledge of:

- Housing needs and social and economic problems of low and moderate-income households including rental market, lease negotiations, legal considerations, and management requirements.
- Department of Housing and Urban Development (HUD), Housing Choice Voucher, Housing Quality Standards and Special programs regulations.
- Federal and state housing programs regulations.

General Knowledge of:

- Supervisory principles and practices, including budget and goals and objectives development and work planning and organization.
- Instructional principles and practices.

Skill in:

- Planning, organizing, assigning, supervising training, reviewing, and evaluating staff work.
- Analyzing situations and adopting an effective course of action to resolve them.
- Negotiating difficult rental lease contracts and agreements.
- Developing work procedures and determining priorities, including interpreting, and consistently applying program rules and regulations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work, including tenants, powers, agents, landlords and community groups.
- Preparing clear and concise reports, correspondence, and written materials.

Education and Experience:

Bachelor's Degree preferred with major coursework in business or public administration, planning, social work; or

Equivalent to graduation from a two-year college with major coursework in business or public administration, planning, social work and Five (5) years progressively responsible case management responsibility; or

Three (3) years progressively responsible case management (eligibility and inspection) experience involving a Federal Section 8 rental housing subsidy program (Certificate Voucher or Public Housing) and certification from a recognized HUD trainer in Section 8 Eligibility and Admissions or equivalent course; or

Any combination of the above

Prior supervisory and instructional experience is desirable, but not required.

Other Requirements;

Must possess a valid Texas driver's license.

Supervision:

The HCV Supervisor receives work assignments from the Manager. Priorities and time frames are established by the Manager to achieve department goals.

Responsibility for Confidential Matters:

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

Guidelines:

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

Complexity:

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.

Scope and Effect:

The employee's work primarily affects the administrative output of the Assisted Housing Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

Public Contacts:

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

Mental and Physical Abilities:

The mental and 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 stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

Working Conditions:

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. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.