

## ***Director of Housing Choice Voucher Program***

### **Position Summary**

The Independence Housing Authority of Independence, MO (IHA) is seeking candidates for the position of Housing Choice Voucher Program Director (HCV Program). The Housing Choice Voucher Program Director is responsible for directing the daily operations of the department. The Director leads a staff of 6-7, which includes 4 Program Specialists; the potential for 1 HQS Inspector or continue to contract Inspections independently; an Application Specialist; and a Front Desk/Homeownership staff person. The Housing Choice Voucher Program administers around 1647 Housing Choice Vouchers, which include PBV and FYI vouchers. The incumbent oversees a budget of approximately \$11 million dollars.

### **Essential Duties and Responsibilities**

- Responsible for the daily operations of the HCV program, which includes development, documentation, and operation of both internal processes and administrative and technical controls. Oversight is expected to provide reasonable assurance that obligations and costs are in compliance with applicable laws; that funds, property, and other assets are safeguarded against waste, loss, unauthorized use, or misappropriation. Accountable for maintaining accurate internal records of activities and transactions, which are promptly accomplished and properly authorized and executed. Assures that revenue and expenditures are properly recorded and accounted for and that they permit the preparation of sound and reliable financial and/or inventory reports.
- Responsible for the planning, organization, coordination, monitoring, implementation, and ongoing analysis of the HCV program, to ensure that it functions in an efficient and effective manner in accordance with federal, state, local, and IHA rules and regulations.
- Requests and initiates applications for Notifications of Funding Availability.
- Conducts periodic reviews of program procedures with appropriate department supervisors to ensure optimal performance in the delivery of the highest quality of services. Formulates policies and procedures to further the development and implementation of the Housing Choice Voucher Programs.
- Studies impact of ongoing and proposed measures including, but not limited to, measurement and evaluation of workflow in agency units, conducts cost and time studies, conducts quality control studies on operations, services, and/or procedures; ensures compliance with federal, state, agency, and/or program rules and regulations.
- Responsible for the preparation of comprehensive written reports summarizing findings and recommendations to increase agency efficiency and effectiveness; responsible for generating statistical reports to be submitted to HUD and the Executive Director; prepares department for annual comprehensive audits.
- Responsible for staff development and training; collaborates with training department to ensure that staff is trained on federal, state, local statutes, policies, and procedures.
- Furthers the development and implementation of assisting the HCV Program participants, to the extent possible, in securing decent safe and sanitary housing by securing landlords who offer optimal housing stock to meet the needs of HCV Program participants.
- Keeps abreast of program requirement developments to ensure the development, implementation, and compliance with policies and procedures based on new or revised agency goals, federal, state, and/or local regulations and statutes having extensive operational, financial, systemic, and administrative effects on the Agency.
- Formulates the annual operating budget and monitors the program on an ongoing basis, with assistance from managers, to ensure budgetary compliance, statutory, regulatory policy, and procedural compliance; recognizes and explains variances and promotes cost-containment measures.
- Develops and initiates Customer Service policies and procedures, which will ensure the development and conduct of the HCV Program, and improve customer service to program participants and the image of the Program in the community. Performs public relations activities for the HCV Program; develops relationships with community-based housing advocacy groups; represents IHA at community forums involving HCVP issues; coordinates landlord informational conferences; acts as a liaison between the Agency and HUD regarding all HCV Program issues.
- Responsible for personnel and administrative functions for staff, directly or indirectly through managers and senior personnel selection, training, development, motivation, evaluation, and discipline as necessary.
- Perform daily, weekly, monthly audit functions for SEMAP and organize data into 6 part folders for current FYE for submission within 30 days after FYE is completed.
- Performs other duties as assigned.
- Reports to the Deputy Executive Director

### **Knowledge, Skills, and Abilities**

Candidates must demonstrate exceptional knowledge, skills, and abilities in key areas that include:

- strategic leadership
- management efficiency and effectiveness
- business and finance acumen
- interpersonal relations
- communications both written and oral
- customer satisfaction
- ability to read, understand and implement federal, state, and local regulations related to the Housing Choice Voucher Program
- Advance level of experience using Microsoft Office applications

### **Minimum Education & Experience**

- A Bachelor's degree is required and major coursework in public administration, business administration, or relevant social sciences disciplines will be weighted stronger.
- Any equivalent combination of training and experience that will meet the required knowledge, skills, and abilities will be considered.
- Graduate level degrees in similar disciplines will also receive additional weighting.
- Five or more years of senior executive-level management experience inclusive of direct oversight of large HCV programs. Candidates must have achieved the Housing Choice Voucher Executive Management Certification or must commit to obtaining within a year of employment