

COMPLIANCE MANAGER
(Section 8)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for a variety of duties to implement the leasing cycle and administration of the Housing Choice Voucher program (HCV) and other Special Programs including but not limited to Project-Based Vouchers, HUD-VASH, Continuum of Care, and Mainstream. Coordinates or provide back-up for HEA's in the management of vacant caseloads or in their absence; which may include seeing scheduled appointments and all other aspects defined in the Housing Eligibility Assistant's position. May provide supervision to subordinate staff in the absence of the Section 8 Manager.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Provides day to day assistance in the application of housing laws, rules, and regulations to staff;
- Coordinates the continued in-service training of departmental staff in relationship to: rental subsidies, special leasing programs, tenant certification and eligibility requirements and budget allocations;
- Screens files submitted by Housing Eligibility Assistants (HEA's) to ensure accuracy and compliance with SEMAP requirements, HUD verification hierarchy and Albany Housing (AHA) policies;
- Responsible for SEMAP and quality control audits, including preparation of files and discussion/policy resolution of any recommendations as a result of the audit;
- Performs monthly desk audits of HEA's caseloads to ensure compliance with SEMAP requirements and timely processing of various tasks;
- Updates departmental databases for fraud, screening, and Employment Income Verification (EIV) tracking/disposal;
- Trains HEA's on practices, policies and procedures used in the Housing Choice Voucher program/Special Programs in compliance with HUD regulations and state and local policies;
- Develops and revises Standard Operating Procedures and department forms;
- Reviews adjustments to verify accuracy, and authorizes adjustment payments.
- Responsible for completing all Housing Assistance Payment (HAP) procedures;
- Keeps abreast of HUD PIH notices as they relate to the HCV program, and disseminates to department and all other parties involved;
- Interprets existing policies and procedures issued by the Department of Housing and Urban Development and revising procedures in accordance with policy revisions issued by HUD or other entities exercising control over the programs;
- Provides monthly written reports on the status of screening to the HEA's to include feedback on strengths and areas to improve to ensure future accuracy.
- Provides training in the development of applicant interviews and certification documentation;
- Develops promotional plans or incentives to recruit housing property owners

- Oversee and monitors complaints by landlords and/or tenants
- Responsible for tracking, monitoring and addressing reasonable accommodations requests for the department
- Provides assistance and feedback to housing eligibility assistants on the accuracy and compliance of caseloads;
- Monitors enforcement of regulations and policies of the Authority on behalf of the general public;
- Completes all HAP check process;
- develops appropriate training for supportive staff;
- Prepares statistical materials and charts;
- Present and prepares written informational materials to public service agencies and landlords;
- Enters and retrieves information in an automated information system;
- May supervise subordinate staff
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of provisions, regulations and rules governing the Section 8 and related funding programs; investigation procedures; and selection criteria of Public Housing Laws;
- Good knowledge of investigation procedures and tenant selection procedures;
- Good knowledge of economic and social factors related to housing programs;
- Good knowledge of personal computers and office equipment;
- Good knowledge of business arithmetic and English;
- Working knowledge of computer resources and the ability to evaluate reports of a statistical nature;
- Ability to acquire a working knowledge of the provisions, rules and regulations for tenant selection and housing assistance programs;
- Ability to provide reports on findings resulting from an interview, documents or a formal investigation;
- Ability to interpret laws, regulations and policies to the public;
- Ability to interpret, calculate eligibility and to apply laws and policies to determine eligibility by comparing applications to written criteria;
- Ability to promote, represent and uphold the values and integrity of Albany Housing Authority;
- Ability to accurately compute mathematics;
- Ability to supervise the work of others;
- Ability to resolve disputes between tenants and landlords;
- Ability to prepare statistical information and reports;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university with a Bachelor's Degree or higher in Social Sciences, Human Services or a

related field and five (5) years of full-time paid experience (or its part-time equivalent) in a community organization, social services, program eligibility determination, public contact or in a closely related field; **OR**

- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree (or higher) in Social Sciences, Human Services or related field and seven (7) years full-time paid experience (or its part-time equivalent) in a human services or community services agency dealing with public assistance or related field; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and nine (9) years of full-time professional or paraprofessional work experience (or its part-time equivalent), two (2) years of which must have been as described in (A) above;
- D. An equivalent combination of training and experience as defined by the limits of (A) through (C) above.

SPECIAL REQUIREMENT: Possession of a valid New York State Driver's License at time of appointment and for the duration of employment. Use of personal Vehicle may be necessary.