

HOUSING PROGRAM MANAGER
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS:

The Housing Manager for Section 8 Programs is responsible for the administration management of the Albany Housing Authority's Section 8 housing programs and the supervision of the support staff titles assigned to the Section 8 Department. Under the general direction of the Executive/Deputy Director the Housing Manager for Section 8 directs and monitors the Authority's Section 8 programs in accordance with the Authority's approved Administrative Plan and federal regulations. The title develops resources increasing the availability of housing for Section 8 clients in the private property management market. The Manager stays current with all legislation and regulations pertaining to the operation and implementation of Albany Housing Authority's Section 8 Programs. Program objectives are evaluated and when necessary modified. The Manager aides case workers in the calculation of subsidies, monitors program utilization and develops reporting by funding source to maximize administrative revenue.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Prepares and revises the Section 8 Administrative Plan for the purpose of adhering to policies and regulations established for the programs using Federal and State guidelines.
- Conducts staff meetings for the purpose of sharing information on policy changes and updates for the continuation of staff training.
- May oversee the scheduling and supervision of Section 8 inspections operation.
- Responsible for ensuring property owners or housing managers are informed and updated on changes or revisions to the Section 8 Administrative Plan.
- Responsible for preparing written reports that inform the Deputy Director of the progress of the department and an Action Plan for meeting specific goals.
- Reviews complaints and grievances on behalf of Section 8 clients and property owners.
- Provides written reports and documentation on applicants determined ineligible for the program as a result of an informal hearing or other finding of fact and schedules formal hearings for participants when applicable.
- Coordinates and monitors the maintenance of the Section 8 waitlist to ensure adequate voucher holders per budget authority.
- Directs and supervises work assignments for briefings and orientations to assure the department meets its goals and objectives.
- Develops correspondence and improves maintenance of records that are designed to improve the productivity of the staff in processing Section 8 data.
- Works closely with accounting staff on monthly Housing Assistant Payment (HAP) check runs and budget.

- Provides assistance for caseworkers with computer training and/or makes necessary arrangements for training with MIS staff.
- Completes and files Multifamily Tenant Characteristics System records for Section 8 programs. Troubleshoots and aides appropriate staff in correcting errors.
- Designs electronic and/or computerized programs with the assistance of the MIS Unit. Assist with the formatting of reporting documents as needed for revision to improve the statistical data for collection of report documents as required by HUD.
- Provides training and instruction to support staff on computer data revised or modified in accordance with HUD reporting requirements.
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of application of regulations and laws which may govern the admission policies for Section 8 Programs ;
- Comprehensive knowledge and abilities to operate computerized software such as Microsoft Word, Office Outlook, Excel and PowerPoint;
- Thorough knowledge and experience with internet based HUD submission systems would be helpful ;
- Good knowledge in investigation procedures, housing occupancy admissions, interviewing techniques;
- Good knowledge of economic and social factors related to housing programs;
- Good knowledge of business arithmetic and English;
- Working knowledge of computer resources and the ability to evaluate reports of a statistical nature;
- Ability and/or knowledge in the use of how criteria's may be used or established for determination of a client's eligibility determination;
- 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 for proficiency with the Microsoft Office suite or comparable office automation package to ensure professional correspondence and productivity of staff ;
- Ability to supervise the work of others;
- Ability to resolve disputes between tenants and landlords;
- Ability to prepare statistical information and reports;
- Tact;
- Courtesy;
- Thoroughness;
- Dependability;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduations from a regionally accredited or NYS registered university with a Bachelor's Degree in Social Sciences, Human Services or a related field and a minimum of six (6) years of experience in Housing and Urban Development (HUD) program (s) eligibility determination and public contact or in a closely related field closely related field; **OR**
- B. Graduations from a regionally accredited or NYS registered university with a Associates Degree in Social Sciences, Human Services or a related field and a minimum of eight (8) years of experience in Housing and Urban Development (HUD) program (s) eligibility determination and public contact or in a closely related field closely related field; **OR**
- C. Graduation from high school and ten (10) years of full-time paid experience in a Housing and Urban Development (HUD) program (s) eligibility determination and public contact or in a closely related field closely related field; **OR**
- D. A satisfactory equivalent combination of training and experience defined by the limits of (A) through (C) above.

SPECIAL REQUIREMENT:

- Possession of a valid NYS Driver's License.
- Must obtain **Housing Choice Voucher Program Management Certification** within in one year of appointment (currently certified is a plus) or the soonest available training.
- Must obtain **Housing Choice Voucher Specialist Certification** within in one year of appointment (currently certified is a plus) or the soonest available training.