

# MUNCIE HOUSING AUTHORITY

## JOB DESCRIPTION

POSITION TITLE:	Housing Choice Voucher (HCV) Specialist	REPORTS TO:	HCV Manager
DEPARTMENT/DIVISION :	Section 8-HCV	FLSA STATUS:	Non-Exempt
DATE:	May 25, 2023	EMPLOYMENT STATUS:	Full-Time

### Position Summary

The Housing Choice Voucher (HCV) Specialist is responsible for the technical and administrative work assisting with the coordination of the Housing Choice Voucher (HCV) Program, Project Based Voucher (PBV) Program, and Veterans Affairs Supportive Housing Vouchers (VASH). Under the supervision of the HCV Manager. Responsible for the Agency receiving at least a satisfactory rating concerning HUD agency scoring systems such as Section 8 Management Assessment Program (SEMAP) and other future HUD required evaluation systems.

### Responsibilities

*The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.*

1. Manages caseload and/or performs specialized function in conducting interviews with clients to obtain appropriate information; accept and review standard forms for completeness and accuracy; determines individual family's eligibility; establishes client's portion of the rent; informs and applies the rules and regulations of the Assisted Housing Programs and completes internal processing of forms in order to affect a landlord/participant relationship.
2. Receives approved inspection reports; prepares and mails contracts to property owner for signature; maintains a suspense file of contracts mailed to owners and ensures contracts are received within established time parameters.
3. Ensures new admissions and annual recertification's are processed according to Agency policies and HUD regulations.
4. Responds to inquiries from owners, clients, Agency personnel, and the general public in order to answer general and/or specific questions regarding housing or refers inquiries to an appropriate source for answers.
5. Initiates/prepares investigations related to program fraud and/or abuse that is received through the Enterprise Income Verification ("EIV") system and/or other third-party sources.
6. Mails out notification of proposed termination, maintains client files.
7. Generates request for initial payments, adjustments, or overpayments to owners and participants.
8. Manages financial accounts for other housing authorities in regard to billing portability.
9. Processes changes of ownership.
10. Responsible for a special program(s) such as Veteran Affairs Supportive Housing ("VASH").
11. Performs review of housing assistance and utility assistance payments pending payment processing.

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12. Maintains a working knowledge of policies and procedures as established by the Department of Housing and Urban Development ("HUD") and/or the Agency.
13. Manages client's file integrity in accordance with privacy and confidentiality laws and regulations.
14. Conducts applicant briefing sessions.
15. Ensures rent reasonableness as defined by HUD by researching and compiling rental market data and negotiating rental amounts with property owners.
16. Accepts and processes applications from families applying for housing assistance; reviews family status and determines eligibility; maintains and checks applicants on waiting list and send update letters.
17. Prints and mails wage verifications to employers, Social Security Administration, etc.; verifies information given by residents and notifies residents of any changes.
18. Prints and mails notices of re-examination to landlords/owners and tenants; mails rent adjustment notices to landlord/owner and tenants; and prepares other correspondence to landlords/owners and tenants as needed.
19. Conducts re-examination interviews with families; sends letters to families for re-examination; prepares preliminary re-examination report; computes and processes current data received for completion of re-examination; and issues housing choice vouchers to families in the Section 8 HCV, PBV and VASH programs.
20. Computes annual contract rent increases to landlords; processes interims and rent adjustments; computes retro-active rent and sets up payment agreement; and computes single HAP payment to landlords/owners after checks are processed.
21. Terminates contracts of landlords/owners who have substandard housing units; terminates contracts of families who are no longer eligible for assistance and who are in violation of program.
22. Monitors and handles transfers for program participants; prepares available unit list and listings of the vacant unit report.
23. Schedules hearings and conferences with program participants in violation of lease.
24. Files completed paperwork; maintains accurate files; transfers Section 8 files as necessary; pulls inspection reports.
25. Prepares Section 8 briefing packets.
26. Answers calls concerning complaints from landlords and program participants; answers inquiries from public.
27. Ensures rent computations and information is consistent with policies.
28. Assists with Voucher Management (VMS) Reporting.
29. Performs monthly initialization.
30. Works to meet and exceed established Key Performance Indicators for the position.
31. May train and assist new staff in interpreting policies and procedures and file processing.
32. Maximizes the utilization of vouchers by creating and managing a workflow comprised both of processing requirements with specific timelines and interim/emergent needs that arise from external pressures of the housing market.

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33. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

## Education and Experience

Associate degree in social services, business management or related field. Three (3) years' experience involving case management, client services. An equivalent combination of education and experience may be considered.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Occupancy Standards
- Enterprise Income Verification System (EIV)
- Rent Calculation
- Fair Housing

## Knowledge and Skills

1. Thorough knowledge of pertinent HUD regulations as they pertain to the position and thorough knowledge of Agency policies and procedures.
2. Thorough knowledge of accepted consultation and interviewing techniques.
3. Ability to meet and deal tactfully and courteously with the public.
4. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
5. Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner.
6. Skilled in operating computer equipment, applicable software packages, and general office machines
7. Knowledge of mathematics sufficient to perform calculation required for rent adjustments.
8. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
9. Ability to use basic office equipment such as telephone, fax, copier, and computer.
10. Ability to communicate clearly, concisely, verbally and in writing.
11. Ability to establish and maintain effective and courteous working relationships with other employees, tenants, and community agencies and other entities that provide services and secure the cooperation of others.
12. Ability to deal effectively with situations requiring tact and diplomacy.
13. Skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

## Supervision Controls

The employee receives instructions from the HCV Manager. Courses of action, deadlines, and priorities are established by procedure, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the supervisor for resolution. The employee's finished work is closely reviewed on a regular basis for accuracy, completion, and compliance with policies and procedures and the attainment of objectives. The employee has no supervisory duties.

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## **Guidelines**

The employee follows regulations and guidelines issued by HUD, traditional practices, and Agency policies and procedures, referring to reference materials and handbooks, as necessary. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, make a decision based on the circumstances, or seek guidance from the supervisor as appropriate to level of expertise. When new guidelines are required, the employee develops them in consultation with the supervisor.

## **Complexity**

Work performed by the employee is relatively routine. The employee identifies work that needs to be done, prioritizes, coordinates efforts, and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions. Managing heavy caseload to comply with recertification deadlines may be difficult at times.

## **Scope and Effect**

The employee's work affects a significant portion of the units in the Housing Choice Voucher Programs and the owners/landlords and participants. Thorough, effective, and accurate accomplishment of tasks, the employee contributes significantly to the Agency's ability to provide adequate leased housing to the city's low-income residents.

## **Personal Contacts**

The employee's contacts are primarily with other employees, owners/landlords, and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or others; and justify, defend, negotiate, or resolve matters and issues concerning HCV, VASH, and PBV occupancy issues.

At times, some individuals may be skeptical, uncooperative, unreceptive, slightly hostile, and/or willing to express different viewpoints and objectives.

## **Physical Requirements**

*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.*

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of office related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must be able to establish and maintain effective working relationships with employees, tenants, and community agencies and other entities that provide services.
6. Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.
7. Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
8. Must maintain a professional appearance and portray a positive image for the Agency.
9. Must maintain punctuality and attendance as scheduled.
10. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

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## Work Environment

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.

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

## Other Requirements

1. Must possess a valid driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

## Read and Acknowledge

The Muncie Housing Authority is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Muncie Housing Authority is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

## READ AND ACKNOWLEDGED

EMPLOYEE NAME:  
(printed)

EMPLOYEE SIGNATURE

DATE

AUTHORIZED AGENCY  
REPRESENTATIVE SIGNATURE

DATE