



JACKSON COUNTY HOUSING AUTHORITY

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HCV Supervisor (Housing Choice Voucher)

Job Description

Position Overview

The role of the HCV Supervisor is recognized as a key function to proactively manage, to a high standard, properties owned and/or managed by the Housing Authority of the County of Jackson, Illinois (JCHA). Key responsibilities include supervising the HCV staff to ensure that all HUD and JCHA regulations and policies are followed in the administration of the HCV program.

This position is responsible for knowing local, state and federal laws and regulations relevant to market and affordable multifamily Housing Choice Voucher, Rural Development, Project Based Vouchers (PBV), Rental Assistance Demonstration (RAD) and other programs as well as Fair Housing and Affirmative Fair Housing Marketing laws, as required to evaluate projects and provide assistance to ensure properties are compliant. The duties listed below illustrate the various types of work 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.

Major Duties and Responsibilities

1. Directs the work of staff including; assigning, planning and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, assisting in the selection of new employees, training, acting on employee problems and recommending and implementing discipline.
2. Interviews and selects staff; provides and/or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures in accordance with JCHA's policy and procedures, including handling employee grievances or complaints including disciplining employees.
3. Provides leadership through managing the performance and productivity of Department functions; directs the continuous improvement of department outcomes; and assures the satisfaction of internal and external customers.
4. Provides technical information and guidance to staff and administration concerning the Housing Choice Voucher, Rental Assistance Demonstration (RAD) program, and IDHA Reentry Vouchers.
5. Ensures staff follows applicable local, state, and federal regulations and JCHA's policies.
6. Formulates, affects, interprets, or implements program policies against changing regulations, laws, and viewpoints to coordinate the timely implementation of amended goals and policies including having the authority to waive or deviate from established policies and procedures without prior approval.
7. Ensures HUD performance standards and other requirements are maintained at a high-performance level and/or improved if required; ensures accuracy and efficiency of all HCV utilization activities to include a comprehensive written quality control process; conducts reviews and audits to assure that policies, procedures, and regulations are adhered to.
8. Monitors, tracks and ensures compliance with VAWA regulations including tracking data HUD required reporting.

9. Exercises discretion and independent judgment involving the comparison and the evaluation of possible courses of conduct and acting or deciding after various possibilities have been considered.
10. Collaborates with the Executive Director in the oversight of short-term and long-range planning for the Housing Choice Voucher program.
11. Plans, manages, and is accountable for the department budget, including participating in the coordination of assigned program budget; submits budget recommendations; monitors expenditures in accordance with JCHA's policy and procedures.
12. Oversees reporting for each funding source, ensuring timely generation and distribution of reports; Prepares required HUD forms as required.
13. Prepares monthly board report.
14. As necessary, accurately and thoroughly completes the HUD form 50058 during interim recertifications, and annual recertifications. Reviews and approves all HCV participant files for accuracy and compliance with gross rent, utility allowances, income limitations, and all other regulatory requirements, partnership agreements, and applicable program requirements.
15. Ensures that all portability documentation, billing, and follow-through are accurately and thoroughly completed.
16. Assists the Executive Director with all HCV Department operations; establishes, communicates, monitors, and evaluates department goals and initiatives; creates, implements, and maintains monitoring and reporting systems to ensure quality and timeliness of department and program work.
17. Ensures that staff maintains and affirms effective communication with participant families, owners/agents, neighborhood groups, housing advocates, and service providers.
18. Prepares monthly Housing Assistance Payments and Utility Assistance Payments; Updates portability billing and processes monthly payments to the applicable receiving housing authorities.
19. Facilitates annual utility allowance review to ensure there has not been an overall change of 10% or more; prepares updated utility allowances, when necessary, obtains board approval, and notifies landlords and tenants of upcoming utility allowance changes.
20. Engages landlords and prospective landlords through program education and relationship development.
21. Monitors and analyzes Housing Assistance Payments, voucher issuance, and participant attrition to ensure steady, authorized utilization of Housing Choice Vouchers.
22. Evaluates applicant and participant access barriers, revises policies, and implements practices to reduce and eliminate barriers.
23. Completes all SEMAP requirements for the Executive Director's signature and Board approval before the HUD regulated end date.
24. Reviews program policies against changing regulations, laws, and viewpoints to coordinate timely implementation of amended goals and policies.
25. Ensures the Housing Choice Voucher Departments have an adequate number of up-to-date forms and paperwork packets including application packages for potential tenants.
26. Manages and solves issues raised from the quality control program.
27. Assists in the preparation of applications and supporting data to secure additional funding and programs from HUD to increase housing opportunities for families.
28. Forecasts funds needed for program administration and Housing Assistance Payments, employing cost savings strategies, and analysis of participant rent burdens under rent reform.
29. Assists with VMS, two-year tool and other reports as deemed necessary.
30. Participates in the calls with HUD's field office.
31. Assists in the development of program budgets that ensure adequate subsidy assistance to as many participant families as possible without exceeding authorized voucher allocations.
32. Ensures HUD performance standards and other reporting requirements are maintained at a high-performance level and/or improved if required; ensures accuracy and efficiency of all HCV utilization activities to include a comprehensive written quality control process; conducts reviews and audits to assure that policies, procedures, and regulations are adhered to.
33. Supervises landlord services functions, including initial, annual, interim, special and quality control inspections, rent reasonableness determinations, landlord clearance, contracting, education and outreach to prospective landlords/units, supervision of staff, and monitoring of inspection contracts.

34. Monitors HCV program performance and policy adherence; reviews client folders before quality control reviews; provides personnel training and development; and stays abreast of proposed changes in policies, procedures, guidelines, and best practices in personnel development.
35. Serves as backup to the Inspector during their time of absence and/or when inspection loads require additional assistance.
36. Reads and responds to all emails, Teams' messages, and phone calls daily during business hours.
37. Performs other related duties as assigned.

Knowledge, Skill, and Abilities

1. Ability to contribute to a positive work environment and display the same positivity to the applicants and HCV participants.
2. Ability to motivate and promote a positive atmosphere and respond to HCV participants' needs.
3. Knowledge and compliance with Fair Housing and Illinois State Landlord/Tenant Laws and the U.S. Department of Housing and Urban Development.
4. Ability to supervise and lead the HCV team.
5. Understanding project management techniques needed to ensure continuous high performance.
6. Proficient computer skills and ability to learn JCHA software systems.
7. Knowledge of Housing Choice Voucher and Rental Assistance Demonstration regulations.
8. Strong clerical skills including record keeping, report preparation, filing methods, and records management techniques.
9. Ability to work independently or multi-task on a variety of tasks.
10. Maintain reliable and predictable attendance.
11. Ability to use tact, discretion, initiative, and independent judgment within established guidelines.
12. Ability to apply logical thinking to solve problems or accomplish tasks to understand and communicate complicated policies and procedures.
13. Keep and guard all applicants, tenants, and participants' personal information in a private manner.
14. Establishing and maintaining ethical and cooperative relationships with all those contacted at work.
15. Ability to learn and be trained in complicated policies and procedures.
16. Ability to be a constant professional at work; including professionally dressed, groomed, and speak professionally to clients and other staff.
17. Ability to respect and take care of the facility and not be wasteful of supplies.

Working Conditions/Physical Requirement (with or without reasonable accommodation)

1. There are a number of deadlines associated with this position, which may cause significant stress.
2. Must be able to remain in a stationary position for prolonged periods of time.
3. Occasionally move about inside the office to access file cabinets and office machinery.
4. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
5. Frequently communicates with third parties, applicants, landlords, tenants, participants, and co-workers regarding files. Must be able to exchange accurate information.

Education/Specific Requirements

1. High School diploma or equivalent. Four (4) year advanced degree in a related field preferred.
2. Four plus (4+) years of experience working directly in affordable housing, or four (4) years' experience in the administration of a Public Housing Authority in its daily operations and activities strongly preferred.
3. Experience as a supervisor.
4. Occupancy Specialist/Site Compliance Specialist or related Certification from accredited institute; experience with affordable housing or assisted housing programs and demonstrated skills in LIPH, HCV, and RAD compliance, preferred or ability to obtain such credentials within one year of hire.
5. Rental Assistance Demonstration certification preferred or ability to obtain such credentials within one (1) year of hire.
6. Continuously hold an Illinois Driver's License with an insurable driving record or ability to obtain one (1) within thirty (30) days of hire.

7. JCHA is a Drug-Free Workplace where post-offer applicants and employees are subject to testing for drugs and alcohol when criteria are met as outlined in the JCHA's policies.
8. Ability to pass a post-employment offer and a physical exam.
9. Ability to pass applicable post-employment offer background checks.

Job Status and Classification

1. Full-time, benefits Eligible
2. \$55,000 to \$70,000/year
3. Salaried, Exempt

To apply for the HCV Supervisor position, copy the following URL and paste it into your web browser:

<https://apply.appone.com/job/6a89a8e4c933caf7316e9f37>

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I hereby accept this position at Jackson County Housing Authority and agree to perform the identified essential functions in a safe manner and in accordance with the established procedures, responsibilities, and accountabilities delegated to me by my supervisor.

I further understand that my employment is at-will and thereby understand that my employment may be terminated either by the Jackson County Housing Authority or me at any time, for any reason and with or without notice. Further, I agree to hand over all company-issued properties that are in my possession or indemnify the Jackson County Housing Authority for any damage not reported to such equipment prior to the end of employment.