

## Leominster Housing Authority

<b>Job Title:</b>	Leased Housing Manager	<b>Revision Date:</b>	August 1, 2024
<b>Department/Group:</b>	Leased Housing	<b>Union Status</b>	Non-Union
<b>Location:</b>	Main Office – Leominster MA	<b>FSLA Status</b>	Exempt
<b>Level/Salary Range:</b>	Commensurate with experience	<b>Position Type:</b>	Full Time - 35 hours per week
<b>Job Description</b>			
<p>This position works with programs associated with the Leominster Authority. Additional housing authorities and/or programs may be added.</p> <p><b><u>Role and Responsibilities</u></b></p> <ul style="list-style-type: none"> <li>• The Section 8 Housing Manager will become certified in Section 8 program regulations: from participant selection and voucher issuance to inspection and landlord documentation requirements, to guaranteeing the reasonableness of rents offered to initial, interim and annual recertification of voucher holder eligibility, income inclusions/exclusions and rent shares.</li> <li>• Explain portability procedures to families porting into or out of the jurisdiction. For port-ins, provide documentation to initial PHAs. Follow up with gaining PHAs to determine the status of port-outs; The Specialist will provide ongoing promotion of Section 8 program understanding and requirements to clients and landlords.</li> <li>• Have the ability to explain program procedures, eligibility criteria, waiting list preferences, anticipated waiting times, and other program issues to applicants, tenants and the public.</li> <li>• Terminations: Initiate voucher termination for families who fail to comply with program requirements. Initiate HAP Contract terminations and HAP abatements for landlords who fail to comply with program requirements. Prepare cases for hearings; participate in hearings as required.</li> <li>• Responsibility for managing a large caseload of assigned participants and their respective landlords from briefing orientation to annual requirements to rent adjustments and documentation of intent to terminate for non-compliance.</li> <li>• Ability to effectively communicate in writing, generally using existing form letters or other documents as examples.</li> </ul> <p>Additionally, Program Manager needs to develop an expertise in specifically assigned program areas such as HQS inspections, Portability, SEMAP compliance/documentation, Rent Reasonableness certification and landlord rent negotiations, CWL selection/documentation/Orientation/ Briefing, monthly landlord rent payments and PIC/VMS reporting. Supervision is received from the Leased Housing Director, but considerable latitude is allowed for independent judgment in coordinating program requirements with voucher holders and landlords, approach to complying with monthly deadlines, and organizing caseload and projects.</p> <p><b>Essential Job Functions</b></p> <ol style="list-style-type: none"> <li>1. Maintain and document individual participant files. Ensure participant and landlord compliance with program. Document phone and written correspondence. Document files and computer records regarding program participants per federal and applicable state regulations.</li> <li>2. Understand program regulations and complete accurate and timely rent calculations. Make associated software entries by client, (including submission and where necessary, retrieval of records to be overridden and not submitted to the federal government) as a result of updated tenant, inspection, or landlord information.</li> <li>3. Participate in conducting voucher issuance training/briefings. Compile, maintain and update resources for orientation/briefing of voucher recipients.</li> <li>4. Schedule, provide written correspondence for annual recertification of program eligibility. Ensure all documentation received to complete timely calculations, correspondence and computer uploads to HUD monthly.</li> <li>5. Receive and verify annual HQS inspections are completed, following up where necessary on fails and abatements.</li> <li>6. Provide support to Centralized Waiting List to ensuring participants are added appropriately and selected per application order and eligibility criteria. Document special circumstances for returning applicants to the waiting list vs. reapplying</li> </ol>			

7. Participate in monthly close-out by providing complete and accurate adjustments to monthly Housing Authority Payments and corresponding rent change notices. May include reconciling landlord payments.
8. Ensure current HUD issued formats, IRS issued formats (W9), FMRs/Payment Standards, Income Limits and Utility Schedules are current and in use as released.
9. Update forecasts specific to caseload for voucher holders moving, at full contract rent or otherwise relinquishing vouchers to identify need for voucher issuance and comply with HUD forecasts. Update forecast of contracts commencing at the beginning of each month to ensure adequate funding requested to make all landlord payments. Identify operational opportunities/concerns, make suggestions for improvements and report them to management.
10. Promote the Section 8 program and provide information to applicants, tenants, landlords and the public.
11. Attend and participate in meetings with other public agencies relating to Section 8 as required.
12. Cross-train in the areas of Orientation/Briefing, Portability, HQS Inspections, EIV/VMS/PIC/forecasting, and SEMAP obligations.

### **Qualifications and Education Requirements**

Two years' experience in a job-related field or possession of an Associate's degree in a related field from an accredited college or university may be substituted for two years of general experience.

Pass a Criminal Offenders Record Information (CORI) screening

Valid driver's license, reliable transportation, and the ability to commute to satellite locations to retrieve or store file information

Proficiency in federal, state and local rules relating to assisted housing programs

Proficiency with Microsoft Office Suite / Outlook as well as attain proficiency in proprietary software used to manage leased housing program

Ability to communicate effectively both orally and in writing

Ability to plan and organize caseload and assignments to ensure accurate rent share calculations, accurate communications, record retention and adherence to deadlines

Ability to compile and document critical information as it applies to voucher holder qualification, income and household membership and potential voucher conflicts related by voucher holders and landlords

Knowledge of evaluating, interviewing, coaching and counseling clients

Knowledge of recordkeeping, and reporting procedures

Able to work with a minimum of day-to-day supervision

Ability to analyze and resolve problems creatively

Bilingual English/Spanish a plus based on area demographics

Sensitivity to elderly, disabled, and low-income families and individuals

Flexible and cooperative to job demands to meet work needs and deadlines—prompt and dependable

To perform this job successfully, an individual must be able to perform each essential job function. The qualifications listed above are representative of the knowledge skill and/or ability required. Additional duties as assigned may apply.

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