

Job Opportunities

The Housing Authority of the City of Wilmington North Carolina is accepting applications for the following positions: **HCV Intake and Housing Manager** – This position will provide operational support to the Wilmington Housing Authority's Housing Choice Voucher Program Department. **Family Self-Sufficiency Coordinator (Grant Funded Position)** - The Family Self-Sufficiency Coordinator will be responsible for the daily case management of the Housing Choice Voucher and Public Housing Family Self-Sufficiency Program. Applicants must submit a letter of interest, current resume, and three professional references to : **HCV Intake and Housing Manager Search** or to **Family Self-Sufficiency Coordinator Search**. Attention: Human Resources Department, PO Box 899, Wilmington, NC 28402 or email to jobs@wha.net. Applications will be accepted until the positions are filled. For a detailed position description, please visit www.wha.net

WILIMINGTON HOUSING AUTHORITY

DEPARTMENT: Housing Choice Voucher

REPORTS TO: Director of the Housing Choice Voucher Program

JOB TITLE: **HCV INTAKE & HOUSING MANAGER**

JOB SUMMARY

The HCV Intake & Housing Manager will provide operational support to the Wilmington Housing Authority's Housing Choice Voucher Program Department. The HCV Intake & Housing Manager will aid in the administration of services of the HCV Program. The HCV Intake & Housing Manager will be responsible for an assigned caseload in addition to various other HCV duties to ensure that all HCV caseloads are in compliance. Management of caseloads will include processing annual and interim reexaminations of participants for continued occupancy, landlord and participant relations, and interaction with local and state community service government agencies that may assist or benefit the HCV program participants. The HCV Intake & Housing Manager makes a strong contribution to the overall performance of the program which specifically includes attaining 97% as a minimum SEMAP and 100% PIC reporting. Additionally, the HCV Intake & Housing Manager will determine and document participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher Program (HCVP) operations. The Intake & Housing Manager will perform all admissions functions as assigned by the Director of the Housing Choice Voucher Program. This position works closely with the Director of the Housing Choice Voucher Program. The work is performed under the direct supervision of the Director of the Housing Choice Voucher Program.

SUMMARY OF ESSENTIAL JOB DUTIES

- Responsible for ensuring the complete admissions and leasing cycle under the HCV program.
- Provide guidance and insight to Housing Specialists.
- Maintain caseload of all specialized vouchers, as assigned and in addition to regular caseload.
- May assist with Quality Control reviews, if necessary.
- Ensure new leases are completed.
- Review payment discrepancies, as assigned and review with Director of the HCV program.
- Conduct applicant intake interviews.
- Determines final eligibility of applicants to be selected as participants.
- Conducts annual and interim reviews of resident's family income and household composition to determine continued eligibility and benefit level. Schedules reexam

appointments, collects documentation, makes revisions, calculate rent adjustments, and notifies participants and landlords in writing of changes in a timely manner.

- **Answer resident and landlord inquiries and provides information on status of rent.**
- **Review and discuss income with clients.**
- **Maintain waiting list.**
- **Determine eligibility for the HCV program and appropriate voucher size.**
- **Hold applicant and voucher briefings.**
- **Explain program requirements to potential landlords, agents, and the general public.**
- **May assist Director of the HCV program in the timely reporting and PIC submissions, if necessary.**
- **Prepare participant forms and documents as assigned.**
- **Determine rent reasonableness, calculate utility allowance, apply the 40% rent burden test.**
- **Notify ineligible applicants; participate in formal review process, as required.**
- **Terminate existing program participants if violations to the HCV program occur.**
- **Ensure all paperwork is received, stamped and filed properly.**
- **Properly process applicant files as assigned within prescribed timeframe.**
- **Attend monthly training, as necessary, provided by the HCV Director.**
- **Assist in the resolution of problems between resident and landlords as it pertains to the HCV program.**
- **Establishes and maintains excellent working relationships with program clients, landlords, colleagues and the general public.**
- **Prepare a wide variety of correspondence, reports, and other written materials requested by the Director of the HCV program.**
- **Perform a variety of organizing of records, filing, word processing, including letter, forms, contracts, and other documents requiring independent judgment and compliance with established formats and procedures.**
- **Make appointments, arrange meetings and transmit confidential information, as directed.**
- **Perform other related duties as required. Will include overflow work from Director of the Housing Choice Voucher program.**

MINIMUM REQUIREMENTS

1. Graduation from an accredited high school or GED required; college degree preferred.
2. Minimum three (3) years' experience in an area directly related to position.
3. Extensive experience in an area directly related to the position, may substitute for experience in property management, tax-credit or college degree requirements.
4. Training or experience in case management.
5. Knowledge of HUD and WHA's policies, procedures, and practices pertaining to the HCV program.
6. Ability to perform repetitive and tedious job assignments accurately.
7. Ability to write reports, complete forms, compose letters and effectively communicate both verbally and in writing.
8. Ability to communicate in English.

SPECIAL REQUIREMENTS

ABILITY TO

Interpret government regulations, policies and procedures.

Assess clients' skills and qualifications and emotional status which may affect employability and to devise courses of action.

Maintain privacy and confidentiality of information.

Plan, assign, review and coordinate work and programs.

Respond to common inquiries or complaints.

Type at a speed of forty-five (45) words per minute.

Maintain records and files.

Communicate clearly and concisely, both written and orally.

Establish and maintain positive working relationships with all contacted in the workplace.

KNOWLEDGE OF

General modern office procedures.

Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary.

Common administrative terminology.

Standard business mathematics and correspondence and report formats.

Independently prepare routine correspondence.

Filing, indexing, and cross-referencing methods.

Standard office equipment.

Operating a personal computer using various Windows-based applications programs, including Word, Excel, and Outlook.

Basic Housing Authority organization.

Public housing programs and Housing Authority rules and regulations.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time, without notice.

Signed By: _____ Date _____
(Employee)