

HCV Supervisor

HCV/Exempt



This position is responsible for assisting the Housing Choice Voucher (HCV) Program Director, supervising case management staff and ensuring all areas of case management operations are in compliance with relevant federal, state, and local regulations and the HCHA Administrative Plan.

PRIMARY RESPONSIBILITIES

- Supervise HCV case managers and ensure that HCV policies and procedures comply with HUD regulations and the HCHA Administrative Plan.
- Advise the HCV Director and HR on issues regarding case manager discipline and job performance.
- Ensure that case managers understand and comply with regulations, policies, and procedures.
- Coordinate and schedule appointments.
- Conduct regular staff meetings with case managers.
- Assign projects and tasks to case managers and prioritize projects/work assignments.
- Assist HCV Director with establishing department goals and objectives.
- Research and resolve complaints from landlords and program participants.
- Review client files for termination based on current HCV policies and HUD regulations.
- Review and approve HAP contracts on behalf of the Authority.
- Interview and oversee the hiring/training of new case managers and make recommendations to the HCV Director and CEO.
- Review changes in family composition requests and requests for voucher extensions.
- Review client files for unreported income based on current HCV policies and HUD regulations.
- Assist HCV Director in reviewing the monthly HAP register and pending payments report.
- Develop, prepare and update all HCV Program Standard Operating Procedures (SOPs).
- Perform related duties.

QUALIFICATIONS AND REQUIREMENTS

- Associates degree.
- At least three years' experience in HCV case management or other related positions in an HCV Program.
- At least three years of managerial experience.
- Thorough knowledge of HUD regulations and guidelines regarding the HCV Program.
- Willingness to creatively and collaboratively manage conflicts and resolve issues as they arise.
- Strong interpersonal and customer service skills.
- Commitment to help HCHA be the most efficient and compassionate service agency possible.
- Experience working with Microsoft Office suite programs such as Word, Excel, PowerPoint, and Outlook.
- Experience working with Housing Pro software and the ability to speak Spanish preferred.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary requiring up to eight hours in a seated position.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org.