



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Director, Housing Choice Voucher Program
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 11/03/2016
CLOSING DATE: Until filled
FLSA CLASS: Exempt

110316-HCVP-001
To apply for this position,
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SUMMARY

The Director of the Housing Choice Voucher Program (HCVP) is charged with the direction and leadership of the department that serves 18,000 families participating in the HCVP. This position provides direction and leadership in the admissions, initial leasing, inspections, occupancy, annual re-certification, and client/customer services areas of the HCVP. This position is also responsible for directing the administrative, contract fulfillment and compliance, staff development, customer service and the community and government relations aspects of agency operations. This position plans, organizes, manages, controls and directs the activities of the staff. The Director of HCVP is also responsible for committing to ensuring that the department's environment is customer service oriented. In addition, the Director of HCVP will also carry out the policy direction of the Executive Director and articulate the mission of the Agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Ensures full compliance in the administration and operation of the Housing Choice Voucher Program.
- Develops and administers Agency policies regarding leased and subsidized private-owned rental housing programs administered by the Agency.
- Evaluates and interprets HUD regulations and guidelines as they pertain to the Housing Choice Voucher Program.
- Analyzes and comprehends external factors affecting program performance such as federal funding allocations, legislation, and housing market conditions and develops organizational strategies to address changing conditions, adapts to adverse effects and capitalizes on opportunities.
- Evaluates financial indicators, human resources indicators and program performance indicators and develops appropriate and responsible strategies to the benefit of the program.
- Works effectively with the Executive Director on a range of policy issues, long range planning, budgeting, and valuing results to the agency.
- Works effectively with Agency leadership, staff, and program stakeholders.
- Interprets implementation and effect of Agency policies and daily operations.
- Coordinates communications and transfer of knowledge between the operations departments and staff.
- Represents the Housing Choice Voucher Program at the executive level to members of the federal and local agencies of government, the private housing industry, and community groups as necessary.

- Assures the implementation of adopted policies and procedures.
- Represents the Agency to federal, state and local agencies, and to the general community.
- Assures that staffs are appropriately trained and equipped to perform their assigned responsibilities.
- Performs full or partial supervisory responsibilities including: assigning and reviewing work, training, addressing employee problems, establishing objectives, interviewing applicants, hiring employees, disciplining and discharging, authorizing salary increases and evaluating performance.
- Prepares applications to HUD for Housing Authority's participation in the Housing Choice Voucher Program and assists in preparing applications for additional funding.
- Establishes and maintains HUD-required financial records and statistical reports, and assists with HUD monitoring and reviews.
- Provides guidance and assistance to families on all Housing Choice Voucher matters.
- Coordinates plans and programs with other Authority branches and maintains continuing liaison with community agencies and with counterparts in HUD.
- Maintains copies of current HUD regulations and information concerning the Housing Choice Voucher Program.
- Prepares monthly Housing Choice Voucher Program reports for the Executive Director.
- Encourages landlord and resident participation in housing programs through outreach efforts.
- Establishes and implements procedures to assure that leases and contracts between landlords and residents are properly administered.
- Attends departmental and Authority-wide staff meeting, and workshops, locally and out of town, as required.
- Meets with public groups to stay current on matters related to housing.
- Assists in preparation and administration of all Housing Choice Voucher Program annual budgets, quarterly requests for housing assistance payment funds, and other reports and statistical information.
- Performs and assumes other duties as assigned.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Ability to energize and provide leadership to a large department serving a diverse, limited income population.
- Ability to interpret and implement complex and changing federal policies and regulations.
- Ability to analyze administrative systems and develop structures and strategies designed to provide high quality, cost effective service to the public.
- Skills in sustaining a collaborative, teamwork style of management.
- Strong commitment to the professional development of staff.
- Knowledge of the enhancement of administrative efficiencies through appropriate application of communication information technologies.
- Leadership skills to develop, implement, and sustain a productive organization throughout a demanding period of change.
- Ability to apply considerable levels of concentration constantly throughout the day.
- Ability to perform effectively with constant interruption and while continuing to meet deadlines.
- Ability to effectively communicate verbally, individually and in groups with internal contacts, property owners, and other organizations or officials as appropriate.
- Ability to negotiate and resolve conflict.
- Ability to effectively write letters, reports, procedures, maintain documentation and complete required forms.
- Ability to manipulate necessary office equipment, computers, and peripherals.
- Ability to work nights, weekends or non-regular hours.

Education and/or Experience

Bachelor's degree from an accredited college or university in Public or Business Administration or a closely related field is required. Master's degree from an accredited college or university in Public or Business Administration or a closely related field or four additional years of related experience with a Bachelor's degree is preferred. Eight years of progressively responsible experience in the administration of public or private housing and/or assisted housing programs is also required. Five to seven years of experience in a supervisory position, including three years in senior management. Experience in the management of a large Housing Choice Voucher Program including supervision of a sizeable staff. Experience in organizational performance improvement preferred. Possess either the Assisted Housing Management or the Certified Occupancy Specialist certification. Completion of HUD's Housing Quality Standards training. Certified as a Public Housing Manager (can be obtained within 12 months of employment).

Technical Skills

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

PHYSICAL DEMANDS

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. While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

How to Apply

If you are interested in this exceptional opportunity, please submit a detailed resume immediately to:

Kelly Walker, Human Resources Director

The Housing Authority of New Orleans (HANO)

4100 Touro St.

Phone: (504)-670-3368

Fax: (504)-286-8835

E-mail: kwalker@hano.org

Should you have any questions in consideration of your own interest, or a referral of a colleague, please contact HANO's Human Resources Department at the number above.

EEO POLICY STATEMENT

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.