



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Housing Choice Voucher Program (HCVP) Administrative Analyst
DEPARTMENT: Housing Choice Voucher Program (HCVP)
DATE POSTED: 05/17/2021
CLOSING DATE: Until Filled
FLSA CLASS: Exempt
SALARY RANGE: PAY Grade G31
\$69,144-\$85,038(Annually)
\$33.24-\$40.88 (Hourly)

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SUMMARY

Reporting to the Deputy Director of HCVP, the HCVP Administrative Analyst is responsible for keeping the Agency current in developing policy changes to the program operations and administrative plan as required. This position is also responsible for monitoring program performance in various areas. The HCVP Administrative Analyst will prepare public policy statements by establishing need; determining root causes; identifying and evaluating alternative solutions; selecting and promoting recommendations relating to the Housing Choice Voucher Program. This position will review and analyze data submitted to the Public and Indian Housing Information Center (PIC); reviews, monitors and produces reports for SEMAP scoring. In addition, the HCVP Administrative Analyst will assist the Principal Administrative Analyst in developing HCVP training curriculums, facilitate associated trainings to HCVP staff, serve as the hearing representative for administrative appeals and 504 Coordinator within the Housing Choice Voucher Program.

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.

- Establishes need for policy by studying current policy; evaluating positive and negative effects of current policy or absence of policy; gathering evidence of problems.
- Determines root causes of problems by defining research requirements; establishing hypotheses; identifying information sources; designing and testing information-gathering approaches; conducting research; selecting, supervising, and evaluating research vendors; analyzing and linking information gathered; identifying factors influencing identified problems; summarizing findings.

- Researches regulatory change and incorporates them into Authority policies and procedures.
- Evaluating alternative policy solutions by completing benefit and cost analyses; developing alternative solutions; establishing criteria for evaluating alternatives; balancing the interests and values of different groups; examining and evaluating trade-offs; selecting best alternative.
- Prepares policy proposals by identifying writing structures and requirements; writing and editing proposals, including budget requirements; obtaining feedback; incorporating improvements.
- Estimates policy proposal's acceptance by identifying support and opposition to policy proposal; developing approaches to enhance support and to reduce opposition.
- Promotes policy proposals by identifying and explaining problems identified, research conducted, solutions evaluated, and recommended solution; preparing presentations and talking points; answering questions; providing additional information requested; providing testimony and briefings.
- Maintains information networks by establishing contacts; offering and soliciting information and opinions.
- Maintains databases by entering, updating, and purging data.
- Updates job knowledge by tracking emerging issues and trends; participating in educational opportunities; reading professional, research, and issue publications; maintaining personal networks; participating in professional and issue organizations.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Develops and presents staff training on work procedures and regulations.

Public and Indian Housing Information Center (PIC)

- Provides assistance to HANO system end users.
- Reviews errors in the transmission of HUD form 50058 (tenant reporting module).
- Reviews and analyzes the HUD for 50058 delinquency report.
- Reviews and analyzes the PIC re-examination report; reviews and analyzes the PIC inspection report.
- Assigns errors to staff for correction, monitors corrective actions and reports issues of non-compliance to the HCVP Director.
- Assists the Housing Specialist with PIC error corrections; works with HUD and IT to correct errors of a more technical nature.

- Submits corrected 50058s to PIC.
- Reconciles differences between the HANO Computer system and PIC; works with IT to ensure that computer system releases and changes are consistent with policy and serves as Liaison with the IT department.
- Handles documents of a highly confidential and personal nature with the highest degree of integrity.
- Liaison with the HUD PIC analyst.
- Contributes to team effort by accomplishing related results as needed.

SEMAP

- Responsible for fully tracking, monitoring and maintaining HANO's fiscal year compliance for the Section 8 Program (SEMAP rating indicators)

Hearings

- Conducts informal Housing Choice Voucher Department appeals by applicants of the program.
- Presides over appeals by leased housing applicants and participants from adverse decisions of HANO leased housing department regarding their eligibility, Section 8 certification and/or tenancies and drafting decisions after these hearings.
- Presides over appeals from decisions from the HANO Grievance Panel, and any other appeals designated by the HCVP Director.
- Issues written decisions for each hearing.
- Assists with the coordination and the scheduling of all hearings; assists in the training of new Grievance Panel members.
- Maintains databases as required.

Section 504 – ADA

- Responsible to perform duties as HANO's Section 504 – ADA Coordinator, carrying out duties and functions with efficiency, accuracy, in compliance with HANO, HUD, Federal, State, governmental agencies, and oversight from the HCVP Director.
- Assures compliance with Section 504, Title II of the ADA.
- Oversee and coordinate HANO's responsibilities to provide reasonable accommodation(s) to housing applicants and residents.

- Reviews and makes determinations concerning requests for reasonable accommodations.
- Oversee SHA's compliance with Section 504 and HUD's implementing regulations and compliance with Title II of the ADA.
- Ensure timely distribution and receipt of a variety of records, reports and other materials as they pertain to Section 504.
- Request or provide information as necessary to ensure completeness, accuracy and conformance with HUD regulations.
- Compose and provide timely distribution of correspondence; prepare letters, memos and forms.
- Maintain confidentiality of information.
- Performs other related duties as assigned and/or required.

Compliance

- Assist in the development and coordination of HCVP training curriculum; facilitate associated training to HCVP staff.
- Provide professional analytical, operational and technical support for supervisory and management staff in the Housing Choice Voucher Program (s) of the Authority.
- Conducts research, interpret and analyze the HCV program regulations. Performs program audits as necessary for existing programs, prepares and delivers training, reviews evaluates and writes administrative plans, policies and procedures. Propose new policies and procedures, recommends changes and conducts quality control audits.
- Participates in technical support for housing program fraud cases; researches cases and provides back-up support functions.
- Researches and evaluates existing and new computer programs; analyzes effectiveness; makes recommendations as to program use or modifications to computer programs; creates, reviews, and assesses automated reports.
- Conducts hearings and applies appropriate regulations and policies in making determinations to uphold or reverse certain administrative decisions.
- Provides technical support to supervisory and other staff.

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 establish and maintain effective working relationships with subordinates co-workers and persons outside the Housing Authority.
- Ability to prepare clear and concise narrative and statistical reports.
- Ability to deal effectively with situations requiring tact and diplomacy, yet firmness.
- Ability to communicate clearly and concisely, verbally and in writing; good interpersonal skills.
- Ability to prioritize tasks, remain organized and work without close supervision.
- Ability to communicate with clients and/or their legal counsel in stressful circumstances.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Knowledge of general office practices and procedures, business English and basic arithmetic.
- Self-motivated, excellent time management and interpersonal skills

Education and/or Experience

Bachelor's degree from an accredited college or University in a related field with three (3) years of progressively responsible professional experience in the direct administration of a special service program within a housing authority. Excellent reasoning and writing skills sufficient to properly draft-hearing decisions is also required. An equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position may be considered. Ability to analyze and interpret regulations and policies. Experience in administrative law, urban planning, government or affordable housing is required. Considerable knowledge of HUD regulations and Authority policies, procedures and practices pertaining to the various housing programs, fund accounting, finance, federal procurement, and supervisory and communication skills is also required.

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.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.