



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Project Based Voucher (PBV) Program Manager
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 08/26/2022
CLOSING DATE: Running
SALARY RANGE: PAY Grade G32
\$72,601.24 - \$89,290.37 - Annually
\$34.90 - \$42.93 - Hourly

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FLSA CLASS: Exempt

SUMMARY

The primary purpose of this position is to provide technical management assistance within the Housing Choice Voucher Program (HCVP). The incumbent is responsible for the day-to-day management of the Project Based Voucher (PBV) Program and staff. This position is critical to initiating, implementing, analyzing, and improving HANO's PBV 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.

- Provides management assistance to the Director and Deputy Director of HCVP in all PBV program initiatives. Researches and analyzes the PBV and Mod Rehab programs and makes recommendations to the Director regarding implementing or revising PBV and Mod Rehab programs.
- Ensures proper wait list referral and applicant selection procedures are followed and monitored.
- Ensures inspections of PBV and Mod Rehab assisted units are completed in a timely manner with internal staff or independent entities as needed by law.
- Responsible for understanding and ensuring compliance with all PBV and Mod Rehab regulations.
- Assists in the development of departmental work plans in order to implement the department's strategic goals, special projects, and initiatives. Drafts appropriate operating procedures and prepares budget as it relates to special projects and initiatives. Drafts Request for Proposals to solicit applications for new PBV projects.
- Prepares Agreements to Enter into Housing Assistance Payment (AHAP) contracts and Housing Assistance Payment (HAP) contracts for PBV properties. Ensures that properties meet all the required guidelines to enter into AHAP and HAP contracts, i.e. Subsidy Layering Reviews and Environmental Reviews as well as passing Housing Quality Standards (HQS) inspections.

- Monitors and evaluates day-to-day administrative and operational management of the PBV and Mod Rehab programs. Provides recommendations as necessary to demonstrate commitment to continuous improvement.
- Collaborates with HCVP staff in developing work plans and confers with subordinates to develop properly structure tasks/activities with clearly delineated responsibilities, reporting requirements and timeframes.
- Collaborates with Community Based Organizations, property owners and managers, and private developers to facilitate application and contracting of assisted units for all programs.
- Monitors workflow and work methods to assure efficiency and maximum productivity. Evaluates the allocation of resources in terms of cost/benefit analyses.
- Reviews work processes in order to ensure that HCVP staff maintains a customer service oriented approach in carrying out their duties, makes recommendations for improvement as deemed necessary.
- Reviews and audits HCVP's compliance with all federal, local and Authority regulations, policies and procedures. Recommends corrective measures as necessary.
- Analyzes and resolves complex, precedent-setting problems, keeping the Director informed of potentially controversial findings, issues, or problems with widespread impact; and meets with senior management to present findings, explain the significance of conclusions, justify recommendations, and answer questions related to the Housing Choice Voucher Program.
- Ensures appropriate, up-to-date electronic and hardcopy recordkeeping and the timely and accurate preparation of all required reports.
- Develops and utilizes quantitative and qualitative performance measures for identified HCVP indicators; develops and implements procedures for the routine collection of information for these measures.
- Prepares training materials and trains staff, including new hires, in functional areas and on new or revised HUD rules/regulations and HANO's policies and procedures as required.
- Ensures that the operating procedures for all activities of HCVP are completely documented and that documented procedures are updated and revised as necessary.
- Monitors and evaluates departmental operations and activities for efficiency, effectiveness and compliance with policies and procedures; analyzes existing work methods and management techniques employed to determine if they provide maximum efficiency and effectiveness; and recommends revisions as necessary.
- Performs other related duties as assigned.

BEHAVIORAL COMPETENCIES

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

Leadership: Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; and gives appropriate recognition to others.

Managing People: Includes staff in planning, decision-making, facilitating, and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; fosters quality focus in others; improves processes, and services; and continually works to improve technical/management skills.

Business Acumen: Understands business implications of decisions; demonstrates knowledge of market; and aligns work with strategic goals.

Analytical: Synthesizes complex or diverse information; collects and researches data; and uses intuition and experience to complement data.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency, and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of internal and external customers; responds to the needs of internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers; solicits and applies customer feedback (internal and external).

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does one's fair share of work.

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

Extensive knowledge of HUD regulations, federal and state rules and HANO's policies and management procedures pertaining to the HCVP. Extensive knowledge of Project Management principles and practices. General knowledge of business management related theories and practices including: applicable software, problem-solving, trouble-shooting, finance, accounting, law, etc. Program-specific knowledge of the HCV Project-Based Voucher Program, the Moderate rehabilitation Single Room Occupancy Program, and the Veterans Administration supportive Housing Program.

Education and/or Experience

Bachelor's degree in public administration, management, business or related field from a four-year college or university; and a minimum of 3 years progressively responsible experience in public housing or assisted housing management, with at least 2 years' experience in HCVP operations; or equivalent combination of education and experience. Experience with HUD affordable housing programs is required. HCV HQS, PBV, Admissions, Occupancy and Rent Calculation Certifications. Valid Driver's License.

Technical Skills

Strong knowledge of spreadsheet software (MS Excel), project management software; word processing (MS Word) and e-mail. 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 may also be required to lift and/or move up to 25 pounds.

Employee may be required to use personal vehicle to perform job responsibilities. Mileage reimbursement applies.

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.

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 intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

