



Community Affairs, Georgia Department of - DCA

HCV Program Manager - Compliance -
Job Number: ADM07B1

Job Posting: Apr 18, 2019 -

Closing Date: May 2, 2019

Primary Location: GA-Gwinnett-Norcross

Number of Openings: 1

Job: Administrative & Operations Support

Shift: Day Job

Advertised Salary : 50,000 - 60,000

Description:

Georgia Department of Community Affairs

The Georgia Department of Community Affairs (DCA) is a State agency dedicated to helping build strong, vibrant communities. Our vision is for Georgians of today and tomorrow to have the opportunity to live and work in thriving communities. We are a diverse team of highly competent and committed professionals who strive to help people and communities thrive through technical expertise, innovative thinking and a passion for making a difference. Team members are at their best when collaborating and supporting each other as they perform challenging and dynamic work.

Position Role and Responsibilities

Under the direction of the Director of Operations, this managerial position is responsible for overseeing the on-going operation of assigned housing programs. Plans, organizes, manages and supervises the work of staff engaged in performing housing assistance subsidies and services to ensure effective and accurate housing programs. Ensures technical compliance with all applicable program policies, procedures, and regulatory compliance. Manage caseloads directly and through subordinate staff. Conducts quality assurance reviews by reviewing files, reports, and issues. This position requires significant knowledge of the Housing Choice Voucher program, its policies and procedures related to HUD, the GA Department of Community Affairs, and the State of Georgia. Has superior knowledge of HUD reporting and SEMAP requirements. Provides a variety of information, instruction, and assistance regarding programs and services to the public and other employees. Provides support for special projects as needed. Responsible for assigned activities by identifying issues, resolving complaints and general interaction with landlords, clients and stakeholders as required. Responsible for the hiring, training, supervision, and work product of a unit containing Lead Housing Specialists, Housing Specialists, and Housing Processors. Assists with development and administration of budgets. Participates in the planning of departmental goals, strategizing, and implementation of action plans, performance measures, productivity standards, and program enhancements.

Essential Functions

1. Plan, organize and supervise the day-to-day operations of the department's operational staff. May also supervise staff responsible for the Port-in/Port-out process, mail processing, procurement. Conduct regular team and individual meetings with assigned staff and in conjunction with other Managers. Provide training, supervision, and evaluation of assigned staff; coordinate, schedule, and monitor the work of assigned staff; recommend various personnel actions including selection, reassignment, discipline, and termination. Establish tracking processes to ensure completion of productivity standards, performance expectations, and work plans which include linkage to employee's performance evaluations. Receive and resolve landlord, and participant complaints; provide additional support and back-up to staff as needed.
2. Routinely perform file audits to ensure that all files are in compliance with HUD, SEMAP, and DCA requirements.
3. Conducts quality control reviews of staff records, documents and decisions. Audits case files for accuracy and adherence to policies, procedures and regulations to ensure that all files are in compliance with HUD, SEMAP, and DCA requirements. Identifies program integrity issues and follows through to ensure referral and/or other prompt, appropriate action. Serves as a technical resource for all operations staff, answering questions and providing advice on interpreting and applying applicable regulations, policies and procedures.
4. Prepare and maintain a variety of computerized records and reports related to assigned activities.
5. Participates in developing, implementing and evaluating work plans, work processes, systems, and procedures to achieve annual goals, objectives and work standards.
6. Assists in the analysis, development and implementation of policies and procedures applicable to the HCV program.
7. Research, analyze, and problem-solve complex situations including interpretation of rules and regulations, crisis situations of participants, landlords, and staff; document situations as appropriate; negotiate, and resolve conflicts between customers including participants, landlords, and other parties. Make informed decisions to resolve problems, and conflicts.
8. Supervises, interviews, selects, assigns, trains and evaluates staff; monitors performance and provides coaching for staff development; recommends disciplinary action to address performance deficiencies.
9. Identify potential instances of program fraud or abuse, and work with the DCA Compliance office to investigate these cases.
10. Participates in drafting budget recommendations.
11. Ensure that all safety and health rules, standards, and procedures are observed; conduct monthly inspections of work areas and practices to eliminate potential hazardous conditions; arrange for, conduct and ensure that accident investigations of all accidents are properly reported on.
12. Work requires the ability to plan, schedule, assign, supervise, train, and evaluate the work of subordinates in a manner which will maintain a high level of productivity and morale; accurately interpret rules and regulations relating to the Housing Choice Voucher Program; ability to work effectively with people from diverse cultural and ethnic backgrounds; communicate clearly and effectively, orally and in writing; conduct surveys, analyze data and prepare clear and concise reports; obtain compliance with standards and regulations; establish and maintain effective working relations with staff, DCA managers and employees, owners and landlords, tenants, public and private officials and the general public.
13. Continuously provide excellent customer service.
14. Perform related duties and tasks as assigned.

Agency Preferred Qualifications

A bachelor's degree from an accredited college in Community Development, Public Administration, Urban Planning, Social Sciences, or a related field, however, may substitute four-years of relevant work experience for the degree.

Five years of progressively responsible positions within a Public Housing Authority, with an emphasis on program compliance within the HCV program.

Two years in a supervisory role within a Public Housing Authority

Valid driver's license with insurable driving record.

HCV Rent Calculation certification within 12-months of hire.

Qualifications:

Bachelor's degree in a related field from an accredited college or university AND Three years of experience managing professional level staff OR Seven years of related professional experience AND Three years managing at the level equivalent to area of assignment OR Three years of experience required at the lower level Mgr, Business Ops (GSM010) or position equivalent. Note: An equivalent combination of education and job specific experience that provided the knowledge, experience and competencies required to successfully perform the job at the level listed may be substituted on a year-over-year basis.

Please apply at:

https://ga.taleo.net/careersection/ga_external/jobdetail.ftl?job=ADM07B1&lang=en&ns_id=mailto#.XLiGWsozA-s.mailto