



POSTING:

The Portsmouth Housing Authority, an organization dedicated to serving Portsmouth's most vulnerable community members, is looking for an experienced HCV Program Manager. This role leads a team of three employees in supporting the PHA's mission by directly working with low-income individuals in assessment of needs and identifying resources for assistance and ongoing case management.

Job Summary

The Housing Choice Voucher (HCV) Program Manager is responsible for supporting the mission of The Portsmouth Housing Authority (PHA) by providing assisted rent services and case management to low-income individuals and families in seacoast area, as well as leadership and direction to the HCV Department. This role is accountable for following H.U.D. regulations, PHA policies and procedures, and working effectively with other PHA personnel to coordinate essential agency functions and with various community agencies and partnerships.

Essential Duties and Responsibilities

- Provide leadership and supervisory oversight for Housing Choice Voucher, Public Housing and Application Department employees involved in wait list activities, occupancy, inspections, and tenant and landlord paperwork processing in the program.
- Oversee day-to-day operations for applicant screening and eligibility determination, and annual and interim re-certification for HCV and Public Housing residents.
- Communicate with residents and property owners, and negotiate rental payments with property owners for HCV participants.
- Coordinate and collaborate with Accounting Department to insure accurate and timely housing assistance payments (HAP) to landlords including separating, sorting and mailing of checks. Run trial Housing Assistance Payments (HAP), check for accuracy and correct errors on a bi-monthly and monthly basis.
- Coordinate with Housing Quality Inspector to ensure timely inspections at admission to program, annual re-certification and condition of unit inspections.
- Perform program orientations to educate and inform applicants of program requirements and responsibilities.
- Assign and evaluate work quality and monitor level of productivity among staff.
- Respond to complaints from applicants, tenants and landlords. Investigate and resolve complaints as appropriate.
- Develop and implement procedures within the work group to improve the level of customer satisfaction and employee productivity.
- Ensure staff compliance with applicable HUD rules and regulations through all phases of the application and re-certification processes.
- Interview and recommend selection of staff. Ensure appropriate training for all employees on applicable laws, regulations and procedures. Approve leave, request discipline, etc.
- Work with the Executive Director and other management staff to develop long and short term plans for the HCV, Public Housing and Applications programs. Implement applicable goals and objectives. Write departmental procedures to implement the Administrative Plan and ACOP.
- Provide monthly reports regarding activity and production status of team. Establishes, maintains, and updates various logs and books related to the orderly maintenance of records. Ensures all computer records of all tenants on caseload are accurate and current. Promptly and accurately maintains all file documentation.

- Represent the department with outside organizations, to solicit potential applicants and landlords, resolve complaints, etc.
- Implement and enhance performance measures in order to effectively evaluate staff's performance and improve productivity.
- Demonstrates active listening and takes appropriate actions to ensure resident needs, questions and concerns about Quality of Life issues are addressed.

Acts as an effective leader and resource for direct reports; provides coaching and counseling, applies disciplinary action as necessary, conducts performance evaluations, and holds staff accountable.

- Perform additional duties as assigned.

Support of the Mission Statement

The mission of the Portsmouth Housing Authority is to be the leader in making quality affordable housing available for low and moderate income members of the community and to accomplish this mission by a fiscally responsible, creative organization committed to excellence. In pursuit of this mission, it is our intention to:

- Demonstrate excellence in leadership and management by working together as a team of residents, commissioners, staff, government and community;
- Ensure the efficient and effective maintenance and management of our properties;
- Foster a high performance staff with strong leadership, quality professional development opportunities, data-driven evaluation and teamwork in an environment full of pride, enthusiasm and respect;
- Demand and exemplify a commitment to integrity, professionalism and total honesty in a judgement free environment.

Minimum Qualifications

Education and/or Experience

Bachelor's Degree in Public Administration, Community Studies, Urban Planning, Business Administration, or related field or equivalent education and work experience together with at least three (3) years of experience in housing management is preferred; proven administrative experience within the field of low and moderate-income housing management thorough knowledge of housing management practices, principles, philosophies, and policies. Certification as a Low Income Housing Tax Credit Specialist.

This role requires minimum of 2 years supervisory experience, preferably in a non-profit setting.

The successful candidate has the ability to manage multiple priorities while maintaining effective relationships with residents and co-workers. Skilled in analyzing situations in order to identify problems offering solutions and communicating with all types of people in a wide variety of situations. In addition, must be prompt and dependable and have a valid driver's license. Demonstrated computer skills including working with complex databases, Microsoft Office, Word, and Excel is required, as well as general office and clerical skills.

The successful candidate should be mission-driven, able to maintain the strong values of PHA and to seek creative solutions to problems in a positive, team-oriented and judgement free environment.

Work Environment

Generally, the work environment has moderate noises (office with computers.) The Program Manager will be also required to conduct frequent walk-through of developments and dwelling units and must demonstrate sufficient strength and agility to perform the physically demanding aspects of the job in a variety of weather conditions.

Interested candidates can apply through [Indeed.com](https://www.indeed.com)

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