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POSITION DESCRIPTION

Position Title: Quality Control Coordinator
Reports to: Data and Training Manager

Department: Rental Assistance
Salary: \$42,000 - \$48,000

Agency Description: Housing Solutions for Southeastern Massachusetts is an affordable housing non-profit that has served Southeastern Massachusetts for 43 years as one of nine regional housing nonprofits that deliver well-coordinated housing services statewide as part of the Regional Housing Network. Housing Solutions helps low and moderate income families and individuals secure affordable housing and use that housing as a foundation for improving their economic stability and wellbeing. HSSM accomplishes this mission through a wide variety of programs and resources including the effective administration of over 2,000 federal and state rental subsidies, homeless prevention and rapid re-housing initiatives, training and support for homebuyers and owners, the development and management of affordable housing, provision of technical assistance to cities and towns to expand affordable housing opportunities, and partnerships with service providers to address the housing needs of people with mental illness and developmental disabilities.

Position Summary:

The Quality Control (QC) Coordinator reports directly to the Data and Training Manager and is responsible for implementation of Quality Control procedures under Housing Solutions’ rental assistance contracts with the State Department of Housing and Community Development. S/he also assists in the development of quality control procedures and tools and monitoring methods that ensure compliance with State and Federal program’s reporting requirements, including the Section 8 Housing Choice Voucher Program (HCVP), the Section 8 Moderate Rehabilitation Program, the Massachusetts Rental Voucher Program (MRVP) and other special programs. The QC Specialist assists the Program Representative staff to ensure continued understanding and compliance with rules and regulations. In these ways and as a member of Housing Solution’s Rental Assistance Management Team, s/he contributes to the achievement of Housing Solutions’ mission, and strategic and program objectives.

Essential Functions/Position Responsibilities:

- Assist the Data and Training Manager in the development, implementation and monitoring of program policies and procedures, ensuring the achievement of goals, plans and objectives consistent with regulations, contract requirements and performance standards set by the U.S. Department of Housing and Urban Development (HUD) and the Mass. Department of Housing and Community Development (DHCD).
- Conduct Quality Control (QC) reviews of client files in accordance with HUD and DHCD requirements and ensuring program integrity. Develop reports that classify errors that assist management in monitoring performance standards and checking for proper verification and accuracy of calculations as established by DHCD QC Monitor benchmarks, and programs similar to Section 8 Management Assessment Program (SEMAP) and Rental Integrity Monitoring Program (RIM).
- Develop, maintain and analyze tracking and monitoring tools that measure accuracy and productivity of staff in conducting initial and ongoing eligibility determinations, re-examination and interim rent share calculations in accurate and efficient manner. Produce timely reports on the same.

- Work closely with Program Representative staff in the timely correction of errors and resolution of any assistance payment discrepancies in accordance with approved procedures.
- Verify client eligibility for rental assistance programs based on criminal history and immigration status, and determine ongoing eligibility for voucher issuance, and review all units' rent reasonableness determinations.
- Support the Data and Training Manager as back-up expert in checks and balances for participant admissions and terminations and change of ownership. Be secondary Tracker Software systems expert, and troubleshoot and report any problems. Ensure that all staff is familiar with the use of data management systems, software upgrades and improvements.
- Work closely with the R.A. Director, Continued Occupancy Managers and the Data and Training Manager as the Quality Assurance Team to develop and maintain consistent, up-to-date internal procedures and staff guidance and training.
- Work collaboratively with the Quality Assurance Team in the monitoring of staff performance, verification and/or calculation errors, analysis of trends, development of training programs to improve performance, and ensuring the attainment of the knowledge and skills necessary to meet program objectives.
- Collaborate with the COMs in the monitoring and detection of fraud and/or program abuse, full disclosure of participant household composition and income. Follow up with and investigate these cases to resolution in compliance with program requirements.
- Identify and inform management of any issues that may adversely affect programs or service delivery, and prepare monthly and quarterly reports ensuring senior management is kept well informed as to the status of departmental performance.
- Ensure client confidentiality and compliance with regulations concerning privacy by development and enforcement of policies and procedures, and controls.
- Assist with annual compilation and calculation of Payment Standards and Utility Allowance schedules and updates to all reference tables.
- As a member of Housing Solutions' Rental Assistance Management Team, participate in goal-setting, and participate and offer leadership in agency-wide subcommittees and task forces.
- Work closely with other management staff to ensure the accomplishment of these objectives, effective interdepartmental communication, and program service coordination.
- Remain current with best practices, trends and developments in Rental Assistance and Moving To Work Program initiatives and anticipate their impact on Housing Solutions' rental assistance programs.
- Perform other similar and related duties as required or requested.

Supervisory Responsibilities:

- Provide leadership in Quality Control/Contract Compliance functions, assist in the oversight of orientation and training programs, and performance monitoring to ensure the achievement of program objectives.
- Assist with development of agenda and convening of bi-weekly department meetings.

Hiring Requirements/Preferences:

- Bachelor's Degree or equivalent experience in related field.
- 1 to 2 years' experience in contract compliance or affordable housing field.
- Knowledge of housing regulations, compliance issues, fair housing and affordable housing programs.
- Demonstrated analytical and problem solving skills.
- Strong interpersonal communication skills.
- Experience with housing and regulatory requirements preferred.

- Proficiency in or aptitude for software systems, such as MS Office/Excel, Crystal Reports, Tracker, and GoSection8.
- Obtain within one year and maintain the following certifications:
 - Housing Choice Voucher (HCV) Specialist, Rent Calculation and SEMAP certification or equivalent;
 - EIV Workshops and Training

To apply for this position, please forward your resume and cover letter to this address:

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