



Position Title: Program Processing Representative

Department: Leased Housing

Reports To: Continued Occupancy Manager or Coordinator

Location: Brockton, Kingston, MA

Date: Winter/2024

Non-Exempt

---

## MISSION

Health and well-being start with having a safe and affordable home in a stable and opportunity-rich community. We promote these conditions by developing housing, by providing housing resources and education in collaboration with our partners in the public and private sectors.

## SUMMARY

NeighborWorks Housing Solutions, NHS, is a leading non-profit organization dedicated to connecting individuals and families to safe, decent, affordable housing. A Processing Program Representative supports the Leased Housing Department's Housing Choice Voucher Manager or Coordinator with all aspects of voucher administration from waiting list selection to end of participation in accordance with the Executive Office of Housing and Livable Communities, EOHLIC, contract(s); the Administration Plan(s); HUD regulations, notices, directives; and guidance provided by EOHLIC. NHS values teamwork, ingenuity, collaboration, mutual respect, and personal and professional development, and we are committed to creating a culture where employees feel valued. Please apply if this sounds like the job and work environment for you.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a Housing Choice Voucher client caseload and the corresponding documentation in compliance with program regulations.
- Determine participant initial and continued eligibility and accurate rent shares through review and analysis of documentation acquired by peers.
- Educate program participants and owners as to their respective responsibilities and obligations based on program requirements and fair housing laws. Assist in dispute resolution aimed at stabilizing tenancies.
- Perform relocations, recertifications, and rent share calculations in a timely and accurate manner in accordance with internal policies, EOHLIC's administration plan, and HUD regulations.
- Assist in training new employees and supports other team members in the interpretation of applicable provisions and regulations.
- Assist in compiling rental market comparisons, negotiate rent increase requests with landlords, and determine rent reasonableness and affordability.
- Maintain hard copy or electronic participant files and program records in accordance with NHS's policies and procedures and as prescribed by the Executive Office of Housing and Livable Communities, EOHLIC's, administration plan and HUD regulations.
- Work cooperatively with all divisions within the team including FSS, SNO Mass, Paperwork Acquisition and Quality Control to ensure high quality service coordination.
- Monitor compliance by all parties and follow up on allegations of fraud, programs abuse, unreported income, collection of overpayments, and other program violations.
- Process participant terminations for failure to comply with program regulations, prepare paperwork and participate in informal hearing process.

- Support the NeighborWorks Housing Solutions (NHS) mission and objectives through the delivery of professional and knowledgeable services to the community.
- Complete other tasks and duties as requested or assigned by Supervisor or Director.

*Other Duties: Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that re required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

#### QUALIFICATIONS AND CERTIFICATIONS

- Ability to work independently in a fast-paced environment.
- Exercise good judgment and strong time management skills.
- Identify problems and recommend solutions.
- Strong organizational, analytical, and problem-solving skills.
- Desire to understand and implement HUD and EOHLC regulations related to low-income housing.
- Excellent communication and interpersonal skills.
- Promote an equitable, diverse, and inclusive environment.
- Establish and maintain effective working relationships with participants, landlords, and colleagues from diverse backgrounds.
- Ability to complete complex and detailed tasks in a timely manner.

#### PHYSICAL DEMANDS AND WORK ENVIRONMENT

Requires prolonged sitting, some bending, stooping, and stretching. Requires ability to regularly lift up to 25 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This job is primarily conducted in an office setting. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EQUAL EMPLOYMENT OPPORTUNITY POLICY

NeighborWorks Housing Solutions is proud to be an equal opportunity workplace and is an affirmative action employer. At NeighborWorks Housing Solutions we provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We celebrate diversity and are committed to creating an inclusive environment for all employees. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

*I acknowledge that I have read and understand the above job description in its entirety and I am able to perform the essential functions as outlined.*

---

Employee

---

Date