

January, 2015

POSITION TITLE: COORDINATOR, HOUSING PROGRAM SERVICES

DEPARTMENT: Housing Program Administration

REPORTS TO: Director, Housing Program Administration

SUPERVISES: Intake, Client Services and Self-Sufficiency Staff

PURPOSE: Responsible for supervisory, administrative, technical and planning work at a professional level involving planning and coordination of day-to-day intake and occupancy services for all rental assistance programs administered by VSHA (Section 8 Voucher, including Family Self-Sufficiency (FSS), Homeownership, other family-related programs; McKinney Vento Shelter Plus Care; state of Vermont Department of Mental Health Subsidy, and Housing Opportunities for People with Aids (HOPWA), etc.). Position is responsible for supervision of Intake, Client Services and Self-Sufficiency staff. Work is performed under the general supervision of the Director of Housing Program Administration.

ESSENTIAL TASKS OF THE POSITION:

1. Supervises, evaluates and trains assigned staff.
2. Plans and coordinates on-going statewide outreach and education efforts for self-sufficiency, homeownership and family-related programs; as needed, conducts client orientation and briefing sessions and as appropriate provides staffing at Homeownership Centers and other agencies to assist in marketing and outreach.
3. Develops and administers training program and materials for self-sufficiency, homeownership and family-related program participants; makes policy recommendations to Director, Housing Program Administration.
4. Develops and implements administrative, operational and quality control procedures to ensure efficient operations of intake, occupancy and self-sufficiency, homeownership and family-related programs, including policy manuals and reporting procedures.
5. Acts as overall "point person" for self-sufficiency, homeownership and family-related programs; responsible for maintaining effective working relationships with program partners, including lenders, Homeownership Centers and social service agencies. Acts as VSHA's representative to Self-Sufficiency Program Coordinating Committee and state of Vermont's Welfare Advisory Group. May act as VSHA's representative with various agencies and program partners on housing issues.
6. Ensures self-sufficiency, homeownership and family-related program requirements are being met through effective case management, solid relationships with community resources, and accurate reporting to regulatory agencies.
7. Responsible for annual application of self-sufficiency HUD funding.
8. Monitors and reports to Director of Housing Program Administration any changes in federal, state and local regulations and policies.
9. Conducts informal hearings.

10. Works cooperatively with other VSHA staff to ensure effective program communication.
11. Prepares necessary reports, and ensures electronic submissions are accurate and submitted on time.
12. Performs related work as required or assigned.

SECONDARY POSITION TASKS:

1. As necessary, assumes hands-on responsibility for self-sufficiency case management and intake and client services workloads.
2. May assist in program-related grant writing
3. As required, performs monthly audit inspections.
4. As needed, assists in monitoring field staff client contact during vacations, etc.

ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

1. Bachelor's Degree.
2. Additional experience, as defined below, may be substituted on a two for one-year basis for the Bachelor's Degree.

Experience:

1. Three to five years experience at a professional level in administrative, social service and/or outreach work, including strong supervisory responsibilities. Experience in affordable housing programs and economic self-sufficiency programs; i.e. HUD Section 8, Family Self-Sufficiency and Section 8 Homeownership, and state of Vermont programs preferred.

Skills and Abilities:

1. Thorough knowledge of state, federal and VSHA rules, regulations and program requirements pertaining to rental assistance programs (Section 8 Voucher, including Family Self-Sufficiency (FSS), Homeownership, other family-related programs; McKinney Vento Shelter Plus Care; state of Vermont Department of Mental Health Subsidy, and Housing Opportunities for People with Aids (HOPWA), etc.).
2. Thorough knowledge of social service agencies and programs in support of low income families and a working knowledge of the services and resources available to program participants.
3. Knowledge of effective social service and case management principles and practices.
4. Must be reliable and dependable and able to assess and resolve emergency and complex situations in a logical, level-headed manner; exercise good judgment, courtesy and tact; interpret and apply rules and regulations and make correct decisions in a timely manner.

5. Ability to meet goals and objectives set by the Authority within a specified time.
6. Organizational, time management and writing skills necessary to meet goals and objectives; maintain a varied workload, including writing reports and correspondence, maintaining computer data and files and effective record-keeping systems.
7. Strong interpersonal skills and ability to communicate effectively orally and in writing on all levels; must exercise a high degree of confidentiality, judgment, courtesy and tact; and establish and maintain effective working relationships with employees, officials, agencies, clients and the general public.
8. Ability to present a professional image at all times and effectively represent VSHA at committees, meetings and gatherings of other agencies.
9. Ability to provide program backup as needed and assume assigned responsibilities of the Director of Housing Program Administration in his/her absence.
10. Ability to plan, administer and coordinate the functions of the programs and assigned staff, work independently, handle diverse functions and take initiatives.
11. Proficiency in using VSHA software programs; i.e. HAPPY, HUD PIC and EIV. Ability to utilize word processing, spreadsheet, database and other computerized programs, including internet systems; general office equipment, perform arithmetic functions, and maintain complex files.

Essential Certifications/Registrations/Licenses:

1. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.
2. Certified Occupancy Specialist.

Essential Working Conditions/Physical Demands:

1. Full-time position, 40 hours per week, exempt, non-union. Flexible working hours may be required.
2. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
3. Office and field environment. Ability to bend over to low files and reach high files; lift, carry, push, pull or otherwise move an object. Work involves walking, standing, climbing stairs, filing, and driving on a regular basis.

EQUIPMENT USED:

1. Computer, printers, telephones, TTY, FAX, copy machine, calculator, and general office equipment.

PAY CLASSIFICATION: EXEMPT