



Vermont State Housing Authority

One Prospect Street • Montpelier, Vermont 05602 • (802) 828-3295 • contact@vsha.org

NOTICE OF OPEN POSITION

Director of Rental Assistance

September 2023

About VSHA: Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

Please note that an offer of employment is contingent on a background check.

The position duties include a wide range of activities related to monitoring program performance related to the Housing Choice Voucher Program – waitlist management and voucher utilization; employees' performance in conducting initial and ongoing eligibility functions for rental assistance programs, including state-funded programs; and other duties as assigned. This position requires ensuring all work is completed accurately within specified time frames in a manner that maintains program integrity while providing high levels of customer service. Work is performed under the general supervision of the Managing Director, Section 8 Housing Assistance Program.

ESSENTIAL TASKS OF THE POSITION:

- Ensure Section 8 Management Assessment Program indicators are met and/or exceeded to maintain the status of high performer.
- Monitor production, quality control and data integrity of actions completed by staff in internal and HUD systems.
- Responsible for ensuring all programmatic deadlines are achieved.
- Conduct, in collaboration with staff who perform quality control, the required percentage of file reviews in accordance with the Department's Quality Control policy.
- Ensure staff compliance with the Authority's Administrative Policies and Procedures, HUD regulations and Department's Administrative Plan.
- Evaluate procedures and processes and provide recommendations for program excellence.
- Promote open communication between Departments, Divisions, and teams.
- Provide excellent customer service to applicants, participants, landlords, stakeholders, and co-workers.
- Participate in inter and intra-agency planning and training initiatives.
- Ensure staff provide comprehensive and professional customer service to internal and external customers.
- Manage and monitor the workload of staff, to include making necessary adjustments and staffing recommendations when needed.
- Determine staff training needs; coordinate and provide appropriate training, coaching, etc.
- As necessary, assumes hands-on responsibility of staff workloads.
- Performs other duties as assigned.



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ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:

Education:

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

Experience:

- 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 preferred; such as HUD Section 8, Family Self-Sufficiency, Section 8 Homeownership, and state of Vermont programs.

Skills and Abilities:

- Thorough knowledge of state, federal and VSHA rules, regulations and program requirements pertaining to rental assistance programs.
- 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.
- Knowledge of effective social service and case management principles and practices.
- 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.
- Ability to meet goals and objectives set by the Authority within a specified time.
- 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.
- 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.
- Ability to present a professional image at all times and effectively represent VSHA at committees, meetings and gatherings of other agencies.
- Ability to provide program backup as needed and assume assigned responsibilities of the Director of Housing Program Administration in his/her absence.
- Ability to plan, administer and coordinate the functions of the programs and assigned staff, work independently, handle diverse functions and take initiatives.



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- Proficiency in using VSHA software programs; i.e. PHA Web, 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:

- Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.
- Certified Occupancy Specialist or obtained within six months of hire.
- Essential Working Conditions/Physical Demands:
- Full-time position, 40 hours per week, exempt, non-union. Flexible working hours may be required.
- Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
- 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:

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

FLSA PAY CLASSIFICATION: EXEMPT

This position is not covered under a Collective Bargaining Agreement.

Qualifications and Requirements:

Compensation and Schedule:

To Apply: Please email your application materials (resume, cover letter, and application) to careers@vsha.org or mail via USPS to Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at vsha.org.

Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.