



Job Opportunity

HCVP Director

Organization: Little Rock Housing Alliance d/b/a Metropolitan Housing Alliance [MHA]

Title of Position: HCVP Director

Position Type: Full-Time/Salaried/Exempt

Salary: \$75,000 - \$90,500 annually

Location: 100 Bruce T. Moore Way – Little Rock, AR

Hours: Monday – Friday/8:00 am – 5:00 pm

Closing Date: Until filled

SUMMARY

The Little Rock Housing Authority is Arkansas's most significant public housing authority. With approximately 3,000 vouchers, and several Project-Based Voucher (PBV) properties, LRHA provides quality, affordable housing to almost 9,000 individuals.

The primary purpose of this position is to lead the operations of the Housing Choice Voucher ("HCV") program and other rental assistance programs at the Housing Authority of Little Rock. The incumbent is responsible for interpreting federal, state, and local regulations regarding the HCV program operations. This position is also responsible for preparing reports measuring the program's success and ensuring that program activities comply with federal, state, local, and Authority regulations.

LRHA seeks individuals passionate about affordable housing, the families we serve, and the Housing Choice Voucher program. LRHA is committed to transformative change in its HCV program and seeks a leader who can achieve excellence in operations, program expansion, and service innovations.

All activities must support LRHA's mission, strategic goals, and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned as needed.

- Directs the work of staff, including assigning, planning, and reviewing work; effectively evaluating work performance and completing performance evaluations; motivating staff and maintaining team cohesion; coordinating activities, maintaining standards, allocating

personnel, selecting new employees, training staff, acting on employee problems, and recommending and implementing discipline.

- Directs all HCVP operations; establishes, communicates, monitors, and evaluates department goals and initiatives; creates, implements, and maintains monitoring and reporting systems to ensure quality and timeliness of department and program work.
- Leads efforts to expand the portfolio of rental assistance and other grant-funded programs administered by LRHA.
- Ensures staff maintains affirming, effective communication with participant families, owners/agents, neighborhood groups, housing advocates, and service providers.
- Monitors and analyzes Housing Assistance Payments ("HAP"), voucher issuance, and participant attrition to ensure steady, authorized utilization of Housing Choice Vouchers, including special purpose vouchers such as VASH, Mainstream, FUP/FYI, and the Project-Based Voucher program.
- Oversees the inspection function and ensures that housing quality/Nspire standards are developed, monitored, and adhered to for all programs.
- Evaluates applicant and participant access barriers, revises policies, and implements practices to reduce and eliminate barriers.
- Reviews program policies against changing regulations, laws, and viewpoints to coordinate the timely implementation of amended goals and policies. Develop and implement HCV policies and procedures to include the Administrative Plan.
- Manages a comprehensive quality control program, identifies compliance risk areas, and oversees risk audits as necessary in various program-related aspects, including HQS, SEMAP, finance, fair housing, etc. Presents thoughtful solutions for managing and mitigating risk.
- Prepares performance and activity reports, including VMS, utilization, and PIC reports for LRHA leadership, including for dissemination to the Board of Commissioners, and attends board meetings to respond to information verbally.
- Prepares applications and supporting data to secure additional funding and programs from the Department of Housing and Urban Development (HUD) to increase housing opportunities for families.
- Forecasts funds needed for program administration, and HAP employs cost savings strategies as required.
- Develops program budgets and coordinates with the LRHA Finance Department to ensure adequate subsidy assistance to maximize program participation without exceeding authorized voucher allocations.

- Reviews, develops, and modifies Small Area Fair Market Rents (SAFMR) and payment standards for the program; analyzes area rental markets and rent burdens; develops, reviews, and monitors utility allowance schedules.
- Ensures that HUD performance standards and other reporting requirements are maintained at a high-performance level and/or improved if required; ensures the accuracy and efficiency of all HCV utilization activities, including a comprehensive written quality control process; and conducts reviews and audits to assure that policies, procedures, and regulations are adhered to.
- Supervises the landlord services functions, including initial, annual, interim, special, and quality control inspections, rent reasonableness determinations, landlord clearance, contracting, education and outreach to prospective landlords/units, supervision of staff, and monitoring of inspection contracts.
- Monitors HCV program performance and policy adherence; reviews client folders before quality control reviews; provides personnel training and development; and stays abreast of proposed changes in policies, procedures, guidelines, and best practices in personnel development.
- Represents LRHA when meeting with elected officials, private landlords, housing advocacy groups and organizations, community associations, and other entities to explain program policies, goals, etc.
- Leads the development of the Project Based Voucher (PBV) program, including issuing solicitations, managing contracts, monitoring utilization, etc.
- Performs other related duties as assigned.

EDUCATION and/or EXPERIENCE

- A bachelor's degree in business administration, public administration, or a related field and a minimum of seven (7) years of experience in public and/or assisted housing, including at least three (3) years in a management role. A combination of education, training, and experience that, in the sole determination of the Housing Authority, provides the necessary knowledge and abilities may also be considered.
- Must have, or be able to obtain, a Housing Choice Voucher Manager Certification within one (1) year of employment.
- Some positions may require a valid driver's license and the ability to be insurable under LRHA's automobile insurance plan at the standard rate.

TECHNICAL SKILLS

To perform this job successfully, the employee should have strong computer skills (e.g., MS Word, Excel, PowerPoint, and Outlook). Must learn other computer software programs as required by assigned tasks. Currently, LRHA utilizes the Yardi platform as its system of record.

PHYSICAL DEMANDS

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting, standing, reaching, and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

JOB COMPETENCIES

- Knowledge of housing authorities' general operations and procedures and the HCV program.
- Profound knowledge of core HCV and PBV program tasks, including waitlist management, lease-up, recertifications, financial management, and inspections.
- Vast knowledge of the local, state, and federal laws governing the HCV Program, including Housing Quality Standards, health and fire regulations, landlord/tenant regulations, and evictions.
- Skilled in providing instruction on HCV program requirements to potential participants and landlords, groups of participants and landlords, and one-on-one.
- Skilled in operating commonly used office equipment, especially personal computers for word processing and spreadsheet applications.
- Skilled in customer service and resident relations.
- Ability to research and interpret HUD, federal, state, and local laws and regulations, as well as LRHA policies and procedures related to the position.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Ability to prepare and present ideas in English clearly and concisely, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to perform duties with high judgment, discretion, and confidentiality.
- Ability to plan, organize, and develop various operational and management programs and procedures.
- Ability to develop, promote, and evaluate LRHA's goals, objectives, departmental and agency policy and procedures, and other initiatives.

- Ability to perform multiple tasks under pressure while maintaining professional composure under stress.

WORK ENVIRONMENT

The work environment characteristics described here represent those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Office environment. The noise level in the work environment is moderate.

BENEFITS

- **Medical/Dental/Vision Benefits**
- **On-site Fitness Center**
- **Employee Assistance Program**
- **Basic Life Insurance & Supplemental Insurance**
- **Retirement Plan**
- **Tuition Assistance Benefits**

Little Rock Housing Authority d/b/a Metropolitan Housing Alliance is an equal opportunity employer, and all qualified applicants will receive consideration for employment 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.

HOW TO APPLY:

Please email resume to HR@mhapha.org with subject "HCVP Director"