

BROWARD COUNTY HOUSING AUTHORITY JOB DESCRIPTION

Housing Choice Voucher Supervisor

Department/Unit:	Assisted Housing	Pay Grade:	7
Job Summary: Performs various oversight functions within the Assisted Housing Division of the BCHA which include supervision of Occupancy Specialists, Intake Specialists, and/or administrative support staff and quality control processes and procedures. Ensures compliance with all applicable HUD regulations, state and local government regulations, and the BCHA standards for quality and client services.			
Responsibilities			
<ol style="list-style-type: none"> 1. Manages Assisted Housing program staff and resources. Provide coaching and regular performance feedback and ensures timely preparation of annual evaluations. 2. Communicate regularly with staff regarding quality assurance/quality control requirements and results, ensuring that errors/discrepancies have been corrected related to the various BCHA programs, tracking quality outcomes for each staff member and the division as a whole, recommending process improvement changes where appropriate, and assuring compliance with all SEMAP indicators. 3. Works with staff, program participants, and landlords to resolve issues and solve problems by explaining and applying established policies and practices; provides support to staff. 4. Responsible for internal reports relating to individual staff performance. Monitor and provide guidance on technical matters; ensures compliance with BCHA's Administrative Plan, SEMAP requirements, related HUD regulations and performance expectations. 5. Provides regular on-going training and lead direction to staff. 6. Responsible for tracking hardship and earned income disallowance (EID); may be required to present termination Hearings. 7. Resolves Public and Indian Information Center (PIC) and Earned Income Verification (EIV) discrepancies. 8. Provide individual support and assistance when needed to help solve problems, answering questions, offering suggestions or solutions to problems and assisting in difficult situations with clients and landlords. 9. Works with the entire HCV staff in a collaborative environment. 			
<i>The items listed above are intended to provide an overview of the essential functions of the job. This is not an exhaustive list of all functions and responsibilities that the position may be required to provide.</i>			
Job Location:	Central Office	Education:	Two-year college degree or equivalent. Major coursework in management, psychology, sociology and/or public administration.
Supervisory:	Yes, supervises and guides staff, conduct reviews, set goals	Years of Experience:	Three or more years in a public housing, government or not-for profit organization with at least two years in a leadership role.
Employment Status:	Hourly, Full-Time	Employment Type:	Employee
Annual Pay Range:	\$37,106 - \$59,368	Reports To:	Assisted Housing Manager
Number of Positions:	3	Cost Allocation:	100% BCHA
EEO Code:	First/Mid-Level Officials & Managers	Licenses/Certifications:	HCV rent calculation and supervisor/management certifications (or within one year from start of role)
Competencies:			
<ul style="list-style-type: none"> • Strong knowledge of Housing Choice Voucher Program and other HUD rental assistance programs. • Ability to approach problems pro actively and be solution focused. • Demonstrated ability to be flexible in response to job demands to meet work needs. • Demonstrated ability to speak too small to mid-sized groups to disseminate information, train in new skills, and/or assist with learning new competencies. • Ability to work with a diverse population of employees, customers, and community partners. • Strong customer/client service skills with the ability to resolve complaints and concerns in a professional manner. • Ability to work with basic office equipment including phones, fax machines, copiers, computers, and scanners. • Demonstrates knowledge and skills in coaching, managing, and training other staff. • Intermediate skills in the use of personal computers and various software including Microsoft Office (Word, Excel, Outlook). 			
Physical Demands:	<ul style="list-style-type: none"> • Occasional standing, walking, sitting; using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing; occasionally lifting and/or moving up to 25 pounds; • Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus; • The noise level in the work environment is usually quiet to moderate. 		
Approval Date:	08/23/2018	Approved By:	Assisted Housing Managers
Approval Date:	08/23/2018	Approved By:	Nivia Roldan, VP Assisted Housing
HR Last Update:	08/23/2018	Updated By:	Roy Lantz, VP Human Resources/Risk Management

My signature below indicates that I have received a copy of this Job Description, have reviewed the contents, understand the job requirements, and can perform the essential job functions with or without reasonable accommodations.

Employee Signature

____/____/____

Date