

POSITION:	Voucher Program Director (Federal and State)
Salary:	Up to \$105,000 Annually Based on Experience (paid weekly)
Type of Position:	Full-Time 35 Hours/week
Education Requirement:	Bachelor's Degree (see Qualifications)
Experience Requirement:	3-5 years' Experience in Federal & State Voucher Program Administration
REPORTS TO:	Executive Director

JOB SUMMARY

The Malden Housing Authority seeks a dedicated, experienced Voucher Program Director to join our Team. The ideal candidate will be crucial in managing and implementing MHA's federal and state voucher programs consisting of a baseline of nearly 1000 vouchers combined, completing program reports and ensuring compliance with relevant law, regulation and guidance, as well as supporting participant families. Responsible for Supervising, training, motivating and evaluating up to eight Staff members working together as a Team. Candidates who are bi-lingual in English and Cantonese, Haitian Creole, Arabic or Spanish preferred.

Candidates with a minimum of five (5) years of progressively responsible experience in federal and state Voucher Program Management, with at least two (2) years' experience in a supervisory capacity, desired. An equivalent combination of education and experience may be considered.

PRIMARY RESPONSIBILITIES

1. Program Administration:

- Oversees the day-to-day administration and performs Quality Control reviews of the MHA's federal (Section 8 Housing Choice Tenant Based, Project Based, NED, Enhanced) and state (MRVP, AHVP, Sharp) voucher programs.
- Completes and/or supervises initial voucher utilizations as well as annual and interim recertifications for new and existing participants. Approves all program rent determinations.
- Performs other related duties as may be assigned by the Executive Director.
- Strong ability to establish and maintain good working relationships with staff, applicants, clients, external agencies, federal, state and local officials, and the general public.

2. Compliance and Reporting:

- Stays current with federal, state, and local law, regulation and guidance governing voucher program administration, including all new HUD HOTMA requirements and discretionary policies.
- Completes and submits all required data and reports to federal and state regulators, including but not limited to: HUD PIC/WASS/HIP, EIV, VMS and SEMAP data entry, reporting and error

reporting, as required; maintains and updates HUD's two year tool, Tool of Tools, and other resource programs; ability to schedule, review and interpret federal HQS/NSPIRE and state voucher program inspections; responds to and provides voucher program data and documentation as requested by MHA's Single Act and AUP Auditors annually; all EOHLC HAFIS voucher management system data entry and reporting on new and existing voucher families, inclusive of all that may be required by CHAMP and/or the Annual, PMR or AUP reporting processes; timely prepares and completes all HAP and other check runs and reconciles programs; proficient knowledge of MA CMRs with ability to become proficient in administration of MHA Section 8 HCV Administrative Plan as each relate to voucher program management.

- Conducts regular Quality Control and internal staff and file audits to ensure compliance with program guidelines.

3. Voucher Family/Owner-Landlord Relations:

- Provides assistance and support to all federally and state assisted voucher families and creates and maintains positive working relationships with voucher program Owner/Landlords, facilitating communication between these two groups.
- Promptly and professionally investigates, addresses and responds to all HUD, EOHLC, voucher family and identified or anonymous complaints, inquiries and concerns.
- Conducts outreach activities to educate voucher families and Owner/Landlords on program requirements, resources and opportunities.

5. Training and Development

- Keep current with and provide training and information to staff and stakeholders on federal and state voucher program policies and procedures, including HOTMA.

QUALIFICATIONS

- Bachelor's degree from a four-year college or university in a relevant field (e.g., public administration, real estate, housing management, business, social science or related field or other degree acceptable to MHA in its discretion). This requirement may be waived by MHA in its discretion based on the candidate's voucher program knowledge and experience.
- Proficient knowledge of federal, state, and local voucher program or assisted housing law, regulation and guidelines.
- Demonstrated Work Experience in prior federal and state voucher program administration with a MA Public Housing Authority.
- Strong organizational and effective communication skills.
- Ability to work independently but also collaboratively with diverse stakeholders.

- Proficiency in or ability to become proficient in operation and utilization of relevant HUD, EOHLC and Public Housing software vendor data management systems (MHA currently utilizes the HAB/MRI public housing software system).
- Must maintain confidentiality of all programs and work-related duties.
- Must have and maintain a valid Massachusetts Class D Driver's License together with use of a legally registered and insured vehicle for full term of employment.
- Must take Nan McKay's HCV Executive Management Training and pass the online certification exam within the first full year of hire
- Good computer software utilization and database management skills, inclusive of proficiency with Word, Excel and Outlook; ability to become proficient in the use of MHA's Public Housing Software Program(s) (currently HAB/MRI)
- Effective oral and written communication skills; Ability to effectively supervise and train other staff members
- Competent knowledge and understanding of applicable Fair Housing and Limited English Proficiency requirements

REQUIREMENTS:

The successful candidate must satisfactorily pass MHA's pre-employment screening criteria consisting of a Criminal Offender Record Information (CORI) check and a drug and alcohol screening prior to receiving an offer of employment. Reference checks and a pre-employment interview may also be required prior to receiving an offer of employment.

To Apply:

Send cover letter of interest and resume inclusive of at least two (2) work and two (2) personal (non-family) references to HR Director, Raul Campillo, at:

rcampillo@maldenhousing.org

If you have any questions or concerns regarding this position, please email Director Campillo at the email address listed above.

NOTE: If you have a disability and would like a reasonable accommodation to participate in this application or hiring process, please include your request with your document submission. You may ask for an accommodation at any time during the application process or, if hired, throughout your employment at MHA. MHA will make every effort to meet all such requests that are reasonable and that would not result in a fundamental alteration in the nature of the Program or an undue financial and/or administrative burden to the MHA.

The MHA is an Equal Opportunity Employer and a Drug and Smoke-Free Agency