

East Orange Housing Authority (EOHA)
Job Description - HCV Supervisor

Summary

The HCV Supervisor reports to the HCV Manager and is responsible for supervising case management staff and ensuring all areas of case management operations are in compliance with relevant federal, state, and local regulations and the EOHA Administrative Plan. The EOHA currently owns and/or manages 1615 Housing Choice Vouchers. This is a full-time exempt position with full benefits.

Primary Responsibilities

Supervise HCV Case Workers and ensure that HCV policies and procedures comply with HUD regulations and the EOHA Administrative Plan.

- Advise the HCV Manager and HR on issues regarding case manager discipline and job performance.
- Ensure that HCV Case Workers understand and comply with regulations, policies, and procedures.
- Coordinate and schedule appointments.
- Conduct regular staff meetings with HCV Case Workers.
- Assign projects and tasks to HCV Case Workers and prioritize projects/work assignments.
- Assist the HCV Manager with establishing department goals and objectives.
- Research and resolve complaints from landlords and program participants.
- Review client files for quality assurance based on current HCV policies and HUD regulations.
- Review and approve HAP contracts on behalf of the Authority.
- Interview and oversee the hiring/training of new HCV Case Workers and make recommendations to the HCV Manager and Executive Director
- Review changes in family composition requests and requests for voucher extensions.
- Ensure accuracy of the monthly HAP register and pending payments report.
- Assist the HCV Manager to develop, prepare and update all HCV Program Standard Operating Procedures (SOPs).
- Perform related duties.

Qualifications and Requirements

- An Associates College degree or higher
- At least three years HCV management experience
- At least ten years HCV managerial experience in lieu of College degree.
- Working knowledge of HUD regulations and guidelines regarding the HCV Program.
- Experience with HUD reporting requirements.
- Willingness to creatively and collaboratively manage conflicts and resolve issues as they arise.
- Strong interpersonal and customer service skills.
- Commitment to help the EOHA be the most efficient and compassionate service agency possible.
- Experience working with Microsoft Office suite programs such as Word, Excel, and Outlook.
- Experience working with Tenmast or other HCV management software.