

**MANCHESTER HOUSING AUTHORITY  
JOB DESCRIPTION**

The Manchester Housing Authority is a public housing agency funded by federal, state and local sources and by tenant rent payments. It is subject to stringent federal and state regulation. The Authority is an Equal Opportunity employer.

**POSITION:** SECTION 8 HCV SPECIALIST  
**REGULAR HOURS:** 8:00 AM – 4:00 PM with a 1-hour lunch (35 Hours/week)  
**FLSA:** Non-Exempt

**ESSENTIAL JOB FUNCTIONS:**

Pursuant to the Housing and Community Development Act of 1974, the Authority has established a program funded by the U.S. Department of Housing and Urban Development (HUD) to provide housing assistance to persons who qualify. The Section 8 HCV Specialist is a skilled case worker, expected to process advanced calculations, address discrepancy reporting and processes. Incumbents will manage n assigned caseloads and may be assigned caseloads of a variety of specialized housing programs, requiring thorough understanding of Housing Authority policies, HUD regulations, and case management principles and procedures. Caseloads may vary in size based on varying degrees of difficulty and other assigned duties.

- Determines eligibility of program including eligibility for continuing participation.

Interviews housing applicants, investigates and verifies applicant/participant/resident information for accuracy and completeness; contacts applicants and participants to discuss and clarify discrepancies; calculates family gross income and net income; completes required payment information and inputs into software system.

- Prepares/reviews leases and documentation involved in the eligibility and rental process; prepares notices to participants/residents and property owners regarding change of status; receives information and processes tenant transfers; processes inspection requests and prepares necessary documentation. Prepares contracts and release payments.
- Prepares and conduct interim ad bi-annual re-evaluations; verifies any changes in household composition or income, recalculates rent and prepares amendment to current lease as required; notifies participants/residents of changes; works with outside agencies to implement the transition of participant under the Portability Housing Choice Voucher Program.
- Prepares correspondence to various agencies, landlords, and businesses to verify applicant data including total family income, current assets, and family composition; affirms applicant information as required; prepares information for input into data processing system and obtains output reports as required.
- Develops and maintains files, records, and indices, pertaining to applicant, participant/resident and property owner information; compiles data from a variety of sources, databases and logs related to housing services operations and Housing Program Activities as required.
- Briefs prospective applicants, participants/residents, landlords for the various programs explaining the way the programs work outlining duties and responsibilities of owners and residents; answers questions

and provides information to the public and program participants; refers requests and complaints to the appropriate staff.

- Performs a variety of counseling functions to explain Housing Authority policies, regulations, guidelines, and procedures to applicants/residents, and landlords.
- Reviews client requests and prepares file for review, i.e. program hardship policies, program moves/transfer, reasonable accommodation requests to make recommendation to supervisor.
- Conducts initial compliance reviews, prepares, and assists in terminations process including preparing, conditional terminations and hearing packets for review by supervisor, makes recommendation for the file transfer.
- Conducts partnership outreach as assigned. Develops and coordinates special projects/special programs as assigned. May assist in supervision of projects and/or activities that fall within the scope of work, act as a subject matter expert in field of work.
- Initiates and receives a variety of telephone and personal contact with the public concerning the technical and responsible functions of the agencies housing services.
- Inputs information into computer systems for information management, storage, and retrieval, inputs and retrieves resident/applicant and owner/property information, inputs status and other changes. Assists with error reports and correction, i.e. PIC, transmission. EIV, Deceased Tenant Report, and any other reports required.
- The Section 8 HCV Specialist applies HUD policies and regulations in determining the eligibility of tenant applicants, including tenants transferring to or from other housing authority jurisdictions; performing or assigning background checks; calculating rent payments based on tenant income levels; certifying tenant eligibility; contacting landlords concerning tenant-related issues; arranging inspections of housing units; overseeing the leasing of rental units; reviewing and establishing repayment agreements and monitoring repayments; overseeing initial moves and recertification of tenants; gathering, compiling and submitting data for the HUD Voucher Management System; gathering, compiling and reporting data for the HUD PIC system; documenting Section 8 Management Accounting Practices (SEMAP); preparing new lease files for tenants transferring in to the MHA Section 8 program; maintaining a Section 8 waiting list pursuant to HUD standards and regulations; compiling data for monthly, quarterly, and annual reports of Section 8 activity; and all related activities consistent with the regulatory scheme
- Provides courteous, rousing Authority staff, program participants, visitors, and landlords for all activities and services in accordance with Housing Authority policies.
- Performs other related duties as assigned, including but not limited to investigating fraud complaints, participates in departmental/unit projects, stays abreast of regulations, guidelines, and procedures.
- Ability to follow and implement MHA policies and state and federal regulations, and to complete routine tasks with minimal supervision.
- Proficiency with computers and ability to learn software programs used in maintaining records of Section 8 applicants/tenants.
- Ability to communicate clearly and accurately in English, both in writing and orally, using computer keyboard and federal/state/MHA paper forms.
- Ability to follow and implement MHA policies and state and federal regulations, and to complete routine tasks with minimal supervision.
- Ability to meet monthly, quarterly and annual reporting requirements on deadline.
- Ability to inform tenants and landlords of applicable regulations accurately and tactfully.

- Ability to interact effectively with housing applicants and tenants under stressful and emotionally charged circumstances.
- Ability to prioritize responsibilities under pressure and to carry out job functions in a timely and effective manner.
- Ability to prioritize workload in order to meet deadlines.
- The Section 8 HCV Specialist also meets face-to-face and by telephone with tenants and prospective tenants and landlords and meets with tenants/applicants at the Housing Authority offices to discuss eligibility and housing needs. From time to time the Section 8 HCV Specialist may be required to assist the Authority in Housing Court proceedings involving tenants and landlords or in other related legal and administrative proceedings
- The Section 8 HCV Specialist is exposed to confidential personal financial and health-related information concerning tenants and applicants and must respect and maintain the confidentiality of all such information.
- The Section 8 HCV Specialist reports directly to the Executive Director, who may require the performance of additional functions and duties in furtherance of the Authority's mission.
- Physical: The Section 8 HCV Specialist must bend, kneel, and/or squat to file and retrieve documents concerning tenant and landlord applications and related data; be capable of carrying files to and from filing cabinets; and be able to walk and/or drive to meet with tenants.
- Personal: The Section 8 HCV Specialist must work effectively with other Authority personnel in a cooperative manner aimed at completing tasks quickly and efficiently.
- Driver's license: A valid driver's license is required.

*All Manchester Housing Authority job applicants must be prepared to undergo a criminal background check and testing for the use of unlawful drugs prior to and after employment.*

*Disclaimer: This job description is intended to describe the general nature and level of the work being performed and is not an exhaustive list of all duties and responsibilities. In addition, MHA management reserves the right to amend and change responsibilities and lines of reporting to meet business and organizational needs as necessary.*