

HCV Quality Assurance Coordinator

Ensures Housing Choice Voucher (HCV) program regulations, policies and procedures as defined by HUD, NYSHCR and Arbor Housing and Development are adhered through internal audits, file reviews and procedure development.

Supervisor: HCV Program Director

Education/Qualifications:

- Two-year college degree or high school diploma with equivalent experience with State and/or Federal housing programs; Minimum one years' experience working in the Housing Choice Voucher (HCV) program as a Certification Specialist; or position with similar/equivalent responsibilities; or relevant and proven skill set.
- Must obtain certification as an HCV Certification Specialist **and** National Standards for the Physical Inspection of Real Estate (NSPIRE) Inspector within 6 months of hire
- Ability to assess effectiveness, critical thinking skills
- Demonstrated ability to provide effective feedback to HCV Certification Specialist and NSPIRE Inspectors.
- Ability to work in a team setting with a collaborative spirit.
- Excellent Oral and written communication skills.
- Exceptional time management.
- Strong organizational skills and attention to detail.
- Outstanding mathematical abilities, analytical skills,
- Ability to succeed under pressure.
- Ability to understand and apply laws, regulations, policies, and procedures applicable to program requirements.
- Use of Microsoft Office Suite (i.e., Word, Excel, Outlook) required.
- Valid driver's license, agency auto insurance requirements and reliable transportation.

Key Job Functions:

- Prepare HCV department for successful Section Eight Management Assessment Program (SEMAP) audits by reviewing files and reports in relation to wait list selection, reasonable rent, determination of adjusted income, utility allowance schedule, payment standards, correct tenant rent calculations, pre-contract and annual HQS inspections, lease-up, family self-sufficiency enrollment and escrow accounts and success rate of voucher holders.
- Prepare HCV department for successful Quality Control Management System (QCMS) audits by reviewing files in compliance with NYSHCR HCVP File Compliance guide and software program.
- Conduct file reviews on 100% of new admissions.
- Conduct file reviews on a minimum of 25% of annual recertification's and interim recertifications for each certification specialist II and III per month.
- Conduct file reviews on 100% of annual and interim recertification's for each certification specialist I for 6 months.
- Conduct NSPIRE quality control inspections on a minimum of 5% of total allocated vouchers per county per SEMAP audit year.
- Record file review results and maintain electronic record for each staff person.
- Present file review, report review and inspection results to staff offering praise, feedback, constructive criticism, and support as needed.
- Anticipate and prevent performance problems from occurring or reoccurring by effectively communicating with HCV program staff, and director.
- Define department needs identified through quality assurance and develop, revise, or

streamline training tools, procedures, processes, checklists, forms, letters, etc.

- Maintain awareness of current laws, federal regulations and PHA administrative plan policies affecting HCV program delivery including Tenant-Based Vouchers, Project-Based Vouchers (PBV), Housing Quality Standards (HQS), Lead-Based Paint, HCV Section 8 Homeownership, Family Self Sufficiency (FSS), Veterans Affairs Supportive Housing (VASH).
- Support HCV program staff with casework or inspections if need may arise.
- Oversee rent reasonableness software to ensure accuracy.
- Track/monitor repayment agreements.

Arbor Housing and Development Expectations:

- Assume a role model posture, demonstrating Arbor Housing and Development's Standard of Acceptable Behavior in every client/ peer / supervisor interaction.
- Accepts the responsibility of effectively discharging their role as HCV Quality Assurance Coordinator within the Housing Choice Voucher Program under the expectation of Arbor Housing and Development's standards of work performance, (AHD standard of work performance encompasses many factors, including but not limited to attendance, punctuality, personal conduct, job proficiency, and general compliance with all policies and procedure).
- Adheres to Work Schedule/ Attendance and Punctuality as stipulated in Arbor Housing and Development Personnel Policy Manual (current version).
- Other duties and assigned by HCV Program Director or designee.
- Support a Non-Discrimination/ Anti-Harassment/ Sexual Harassment free work environment.

Physical Demands / Environment

- Continuous mental and visual attention required
- Otherwise sits, stands, walks, reaches with hands and arms, climb or balance
- Typically stoops, kneels, bends, crouch, or crawls
- Carry or pull up to twenty pounds
- Professional Office Setting located at 26 Bridge Street Corning, NY 14830
- Occasional travel to unit location, and on occasion, when necessary, travel for training and in support of quality client services.

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.