



JOB DESCRIPTION

Job Title: Voucher Coordinator
Classification: Non-Exempt
Employee Appointment: Full Time
Reports To: Voucher Portfolio Manager
Supervision Exercised: None

JOB PURPOSE: Coordinates the FHRA Housing Choice Voucher Program with clients to serve the organization's mission.

ESSENTIAL FUNCTIONS

- A. Show a demonstrated interest in FHRA's mission: Empowering People to Achieve Independence Through Housing
- B. Adhere to FHRA's Core Values
1. Service: helping people to the best of our abilities
 2. Integrity: staying true to our word through action
 3. Teamwork: working together to achieve goals
 4. Quality: exceeding the average, striving for excellence
 5. Commitment: dedication to the FHRA Mission
- C. Administer client lease up and compliance of HUD regulations for the Housing Choice Voucher Program.
1. Approve eligibility of prospective clients for program.
 2. Complete client orientation and prepare leasing documents using prescribed HUD forms.
 3. Enforce FHRA contracts/addendums, client responsibility, repayment agreements, and terminations. Refer fraudulent cases to Investigator and/or Deputy Director.
 4. Perform annual re-certifications and interim reviews with clients to determine continued eligibility based on the Enterprise Income Verification System (EIV), client submission, and/or third-party verifications.
 5. Maintain client files according to FHRA and HUD standards using housing authority software.
 6. Develop and maintain rapport with landlords and/or property managers.
 7. Provide monthly report for Voucher Management Systems (VMS) Accounting using housing authority computer software.
 8. Provide assistance in landlord issues including complaints, tenant lease violations, damage claims, and education on housing assistance programs.
 9. Contact eligible prospective clients for available vouchers using email, phone calls and mail delivery.
 10. Provide information for completion of FHRA and HUD forms and reports.
 11. Maintain knowledge and awareness of HUD regulations, computer updates, and agency program changes.

12. Interact with community agencies or associations regarding programs and procedures.
 13. Determine portability status for each household, including initial preparation and processing of documents.
- D. Assist with client issues.
1. Collaborate with social service agencies to assist clients and promote FHRA programs.
 2. Promptly assist clients with information requests.

MINIMUM REQUIREMENTS

1. Bachelor's degree in human services or related field; or a combination of education and work experience to perform job duties as described.
2. Three years minimum experience in housing or related field.
3. Possess a valid driver's license and proof of automobile insurance coverage.
4. Must pass criminal background investigation and driving record review.
5. Ability to understand and administer US Department of Housing & Urban Development (HUD) regulations, lease agreements, and rental management relating to the Housing Choice Voucher program.
6. Must possess strong interpersonal skills and be detail-oriented.
7. Ability to effectively interact with culturally diverse persons of low income.
8. Ability to establish and maintain positive working relationships with landlords/property managers, other agencies, and the public.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Work Environment

This position works within an office environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms. The employee is required to occasionally lift to 10 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Regular hours of work and days are Monday through Friday, 8:00 AM to 4:30 PM. However, this position can require evening and weekend work a few times per year.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel for training is required a couple of times per year.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA Management to fit the Mission of the FHRA.

Competencies and Characteristics of a Successful Office Holder:

Ethical Conduct: Adheres with the rules and standards set by the Mission and Core Values of the FHRA and federal, state and local laws for housing authorities.

Client Focused: Committed to the understanding of client needs and successfully applying them to FHRA programs and project development

Results Driven: Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

Motivating Others: Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working with.

Community Development: Develops strong external loyalty to the mission and values of the organization.