

Brookline Housing Authority

Position Description

Position Title:	Leased Housing Manager	Department:	Leased Housing and Admissions
Reports to:	Director of Leased Housing & Admissions	Approved By:	Director of Leased Housing & Admissions
Pay Range:	\$64,000.00 - \$69,500.00	Pay Basis:	Annual
FLSA Status:	Non-Exempt	Approval Date:	2025

Summary

The primary purpose of this position is to perform various duties related to Housing Choice Voucher (HCV) program admissions, voucher issuance, continued eligibility and landlord-participant relations. The incumbent is responsible for managing an assigned caseload of Housing Choice Voucher participants, ensuring maximum program and budget authority utilization. The incumbent is also required to participate in applicant briefings, coordinate with HQS inspectors, and manage special projects as required, including file management, file reviews, and drafting program materials.

All activities must support the Brookline Housing Authority ("BHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provides administrative, clerical, and customer service support by overseeing the BHA reception desk as assigned; answers questions and provides information to residents, applicants, landlords and the general public; resolves issues or refers customer to appropriate staff.
- Conducts orientation for new voucher holders; ensures that proper documentation is completed for new residents and inputs confidential data into BHA and HUD secured systems.
- Verifies income and family composition eligibility for prospective program participants and documents files in accordance with federal requirements and BHA's HCVP administrative policies.
- Determines adjusted income, resident share of rent and program subsidy levels using the income and assets third party verification process in accordance with federal regulation and BHA administrative policies.
- Monitors the expiration of issued vouchers and recommends extensions supported by requests and documentation.
- Negotiates rents with private owners at initial lease and processes reasonable annual rent increase as requested.
- Executes contracts and approves leases between program participants and private owners. Verifies that rental assistance contracts, leases and addendums are properly executed and in compliance with HUD standards.
- Maintains the confidentiality of program files, records, and resident and landlord data in secured systems; ensures file compliance with HUD regulations and Authority policies.
- Utilizes and maintains HUD-required income reports to assure the integrity of rental assistance for program participants.
- Performs annual recertifications of participants as assigned and distributes all annual notices in accordance with mandatory schedules.
- Monitors HQS inspections; correspond with HQS inspection contractors and processes HAP abatements to comply with HUD HQS enforcement requirements.

Brookline Housing Authority

Position Description

- Conducts and processes fraud complaints and follow-ups.
- Oversees program participant grievances ensuring a fair and equitable process; provides documentation and assistance as needed for informal hearings of program participant terminations.
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

Associate's Degree in business administration, public administration, or related field and four (4) years of experience in the administration of the Housing Choice Voucher program. An equivalent combination of education and experience may be considered. Possession of a valid driver's license and insurability under the Authority's plan preferred.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Experience with PHA-Web housing software a plus. Must have the ability to learn other computer software programs as required by assigned tasks.

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

Brookline Housing Authority

Position Description

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

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