



Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

JOB DESCRIPTION

Title: Housing Director

Status: Exempt

Terms: Permanent Full Time

Department / Location: Administration / Laurinburg, NC

Reports To: President/CEO

Pay: To be Determined

Job Summary:

Under the direction of the President/CEO, the Housing Director is responsible for coordinating the Section 8 Housing Assistance Program and related activities. Establish contact with realtors and property owners. Ensures compliance with all application HUD regulations and the organization's Administrative Plan. Maintains data on the housing market and fair market rentals. Verify program eligibility, audit waitlist management and lease up procedures. Maintains book of comparable properties to ensure rent charges are comparable to units of similar size and location. Monitor and ensure compliance of the Housing program. Verifies customer eligibility and issues vouchers to ensure a 95% lease rate. Approves lease agreements and negotiates payment contracts. Files HUD related reports and prepares the Section 8 budget. Coordinates with agency leadership to identify potential risks, implement policies and procedures to uphold laws and regulations governed by our funders. Conduct training for departmental systems, reporting, file checks, random system checks, and any other duties as assigned.

Principle Duties and Responsibilities:

- Train and educate HUD staff so that they are informed of any legal changes and updates to compliance guidelines. Oversee Consumer Guidebook training prior to voucher issuance.
- Investigate and address customer complaints and identify resolution within funder guidelines.
- Use a compliance management platform to ensure that the agency complies with all legal regulations and ethical standards.
- In collaboration with Program Directors develop, monitor, and update general policies and processes related to ethics and compliance to ensure it is up to date.
- Establishes contacts with realtors and property owners. Conducts surveys to identify dwelling units. Collects data on housing market and fair market rentals.
- Monitors all aspects of the program to ensure that all fair housing and discrimination laws are adhered to in the full operation of the program.
- Perform periodic evaluations of agency's program effectiveness and make recommendations to enhance the program.

Compliance: Conducts quality control inspections of HUD dwelling units under contract and customer files. Provides follow-up to see whether parties are living up to terms of the lease agreement. Periodically checks family income for the HUD program. Identifies and deficiencies and provides training to staff to ensure future compliance within the program reporting systems.

Research: Establishes contacts with realtors and property owners. Conducts surveys to identify dwelling units. Collects data on housing market and fair market rentals.

Information: Publicizes program through advertisements in newspapers and on radio. Make public acquainted with program through news releases and announcements. Distributes literature.

Coordination: Coordinates the several aspects of program in a way that brings maximum benefits to customers. Organizes work for efficiency and effectiveness.

Waitlist Maintenance: Certifies customers for eligibility. Assign priorities and ensure placement on waitlist is accurate. Issues vouchers for program participation as resources become available to ensure a 95% lease up rate..

Counseling: Explains program to customers and furnishes information as to procedures. Provides guidance on how to secure adequate housing. Conducts Consumer Guidebook Training prior to voucher issuance.

Fair Housing/Discrimination: Monitors all aspects of the program to ensure that all fair housing and discrimination laws are adhered to in the full operation of the program.

Investigation: Conducts quality control inspections of dwelling units under contract and customer files. Provides follow-up to see whether parties are living up to terms of lease agreement. Checks family income periodically. Identifies any deficiencies and provides training to staff to ensure future compliance.

Negotiation: Negotiates terms of lease agreement with customer and property owner. Explains responsibilities of each party. Executes agreement and makes arrangement for appropriate payments.

Fraud Recovery: Establishes repayment agreements when customer fails to report income. Ensures that payments are made as prescribed and initiates termination from program if customer defaults on payment in accordance with HUD regulations and the Administrative Plan.

Homeownership: Monitors customer participation

and identify families who may be eligible for the homeownership program. Provide counseling in the areas of credit scores and financing. Enrolls eligible customers in the homeownership program.

Planning: Reviews Administrative Plan and compares to the federal regulations which govern the operation of the program. Updates the Administrative Plan as required and submits changes to the President/CEO and Board of Directors for final approval.

Training: Provides training to all Section 8 personnel to ensure program compliance. Ensures staff are cross-trained to ensure efficient departmental operations

Secure Systems: Ensure reports are filed in a timely manner in HUD's secure system. Serve as the local administrator of the Secure Systems site and assign rights to local users. Ensure that annual training is provided in accordance with HUD guidelines on the use of the Enterprise Income Verification System. Maintain training file provided and user agreement signatures.

Lindsey System: Serve as the local administrator of the Lindsey Software System. Assign rights to users and verify data entered is accurate.

Monitoring: Assesses program progress periodically to ensure it is on schedule. Analyzes financial and statistical reports. Provides follow-up through personal visitations.

Reporting: Maintains records of all transactions. Files necessary reports with accounting department and funding source to ensure timely filing and payments. Prepares and submits monthly activity reports.

General Qualifications Requirements:

- Have a strong capacity to collaborate with staff, landlords, vendors, customers, parents, and funding sources.
- Have a clear passion and commitment to helping people in our service area.
- Have superior written and oral communication skills, effective advocacy expertise and professional knowledge of HUD, CSBG, and Head Start guidelines.
- Have experience that will demonstrate the ability to organize and calculate eligibility within agency programs.
- Have a valid driver's license.

Working Experience Requirements:

- A minimum of 5 years of relevant experience with a strong background in housing management.
- Working experience and/or knowledge of Lindsay system.
- Experience in performing home inspections utilizing the Housing Quality Standards guidelines.
- Working knowledge and experience in Community Action programs and/or non-profit programs
- Must have knowledge of federal and state regulations affecting grant awards.
- A minimum of 3-5 years supervisory experience

Education Requirements:

Bachelor's Degree in business or a related field/equivalent in experience. Master's degree preferred.

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