



Inter-Departmental Memorandum

Date: December 11, 2020
To: All Qualified Applicants
From: Human Resources Department
Subject: JOB OPENING

POSITION: Portability Supervisor

SALARY RANGE: \$55,000 - \$72,000

DEPARTMENT: HOUSING CHOICE
VOUCHER PROGRAM

HOURS OF WORK: 9:00AM – 5:00PM

UNION AFFILIATION: HASU

Please see attached job description which includes a list of responsibilities and required qualifications.

Qualified individuals interested in applying for this position should send a letter of interest, resume and completed Employment Application to the Office of Human Resources via e-mail to HR@jcha.us no later than December 24, 2020

Please direct your inquiries regarding this employment opportunity to the Office of Human Resources at 201-706-4683.

Affirmative Action/Equal Employment Opportunity Statement

It is the Jersey City Housing Authority policy to provide equal employment opportunity to all of its employees and applicants for employment regardless of their race, creed, color, national origin, age, ancestry, nationality, marital or domestic partnership or civil union status, sex, pregnancy, gender identity or expression, blood trait, genetic information (including the refusal to submit to genetic testing), or any other category protected by law. As an institution, we value diversity of background and opinion, and prohibit discrimination or harassment on the basis of any legally protected class in the areas of hiring, recruitment, promotion, transfer, demotion, training, compensation, pay, fringe benefits, layoff, termination or any other terms and conditions of employment. For additional information, please see the Non-Discrimination Statement at the following address: <http://www.nj.gov/lps/dcr/employ.html>

STATE OF NEW JERSEY RESIDENCY IS REQUIRED WITHIN ONE YEAR FROM HIRE DATE.

Portability Supervisor

JOB CATEGORY
ADMINISTRATIVE

UNION DESCRIPTION

FLSA
HASU

DEPARTMENT
HOUSING CHOICE
VOUCHER PROGRAM

JOB STATUS
FULL-TIME

DEFINITION

Under the direct supervision of the Director of Housing Choice Voucher Program, supervises the Recertification Housing Assistance Technicians, ensures timeliness and proper operations and processes of the Recertification team according to HUD Regulations and JCHA Policy. Monitors and oversee activity by conducting periodic checks of recertification files; and collaborate with the Chief of Staff to conduct quarterly SEMAP reviews, determine eligibility for Housing Choice Voucher Program (HCVP) assistance, portability, transfer briefings and all related activities. Maintains tenant files for portability caseload, performing rent calculations, ensuring program compliance with applicable regulations and data is properly recorded in participant files. Ensure a satisfactory or better rating with HUD's agency scoring systems such as Section 8 Management Assessment Program (SEMAP) and other future HUD required evaluation systems. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Undertakes and performs the following and all other work-related duties as assigned.

- Responds courteously to calls, written requests, and e-mails from participants, service providers, and other authorized agencies and representatives to answer questions, and provide information and assistance as appropriate regarding the HCVP program and portability process.
- Ability to effectively lead, supervise, communicate with subordinate employees, enforce performance and conduct standards, and routinely evaluate each employee's contribution to meeting the JCHA's standards and goals.
- Interviews clients/portability voucher holders, coordinates background information and performs annual recertifications for port outs. Verifies receipt of information from agencies or other sources as required and Performs final eligibility verifications.

- Accesses HUD Enterprise Income Verification (EIV) System for reported/unreported income; processes and submits HUD forms 52665 ad 50058.
- Counsels participants and landlords on voucher program, briefing them on rights privileges, obligations and responsibilities.
- Keeps landlords and participants informed of status of application, selection, and rejection in a timely manner. Notifies applicants in writing of eligibility determination in accordance with HUD regulations and Agency policy.
- Maintains participant files and processes files in accordance with Agency procedures and HUD regulations, including completing and securing all files on a daily basis. Prepares and forwards to storage all files of former participants, including a termination notice and a closed-out history
- Processes all actions regarding program participants, including rent adjustments, transfers, move-ins, and move-outs. Enters pertinent organized information into appropriate Agency computer system, including input and update of information pertaining to certification, re-certification inspections, rent reasonableness, and related reports.
- Works with outside agencies to implement the transition of residents under the Portability Housing Choice Voucher program. Collects required information and accurately completes appropriate forms.
- Sets up portability billing in the system to ensure payment of initial PHA. Processes incoming billing from other PHA to ensure that the correct rent is being paid on behalf of the tenant. Makes appropriate changes in system information in a timely and accurate manner. In the same manner ensures that the JCHA is receiving HAP and Admin from the receiving PHA
- Ensures compliance with HUD and Agency regulation lease terms on behalf of participants and landlords and processes rent reasonableness form.
- Prepares HAP Contracts contacts, ensures their execution in accordance with program requirements and reviews leases
- May provide limited mediation services between landlords and program participants to avoid evictions or unnecessary displacement.
- Provides technical assistance to landlords and program participants on Fair Housing requirements.

- Ensures privacy and maintains security of confidential materials.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.
- Prepares Performance Reports of subordinates and SEMAP Outcomes for HCVP Director review

EDUCATION AND EXPERIENCE

A Bachelor's degree and 5 years' experience in housing or social services field, or an equivalent combination of education and experience sufficient to fulfill essential duties of this position

The following Certifications must be obtained:

- Housing Choice Voucher Rent Calculation
- Enterprise Income Verification System (EIV)
- Fair Housing

KNOWLEDGE AND SKILLS

- Thorough knowledge of pertinent HUD regulations as they pertain to the position and thorough knowledge of Agency policies and procedures.
- Thorough knowledge of accepted consultation and interviewing techniques.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations and policies, to explain the re-examination process to tenants in an objective and impartial manner.
- Knowledge of mathematics sufficient to perform calculation required for rent adjustments.
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
- Ability to communicate clearly, concisely, verbally and in writing.
- Ability to establish and maintain effective and courteous working relationships with other employees, tenants, and community agencies and other entities that provide services and secure the cooperation of others.

- Ability to deal effectively with situations requiring tact and diplomacy.
- skilled in communicating on the level of the listener, recognizing when information has been misunderstood, and determining how to remedy the misunderstanding as needed to explain policies and procedures and to provide and exchange information to persons with varying levels of education, cultural backgrounds, and ages.

BEHAVIORAL COMPETENCIES

To perform the job successfully, an individual should demonstrate the following behavioral competencies:

- Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.
- Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.
- Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively.
- Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

SUPERVISION CONTROL

The employee receives Directives from the HCVP Director on courses of action, deadlines, and priorities are established by procedure or the Chief of Staff depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually referred to the Chief of Staff for resolution. The employee's finished work is closely reviewed on a regular basis for accuracy, completion, and compliance with policies and procedures and the attainment of objectives.

GUIDELINES

The employee follows regulations and guidelines issued by HUD, traditional practices, and Agency policies and procedures, referring to reference materials and handbooks as necessary. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, decide based on the circumstances, or seek guidance from the supervisor as appropriate to level of expertise. When new guidelines are required, the employee develops them in consultation with the supervisor.

COMPLEXITY

Work performed by the employee is relatively routine. The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions.

Managing heavy caseload to comply with recertification deadlines may be difficult at times.

SCOPE AND EFFECT

The employee's work affects a significant portion of the units in the Housing Choice Voucher Programs and the owners/landlords and participants. Thorough, effective and accurate accomplishment of tasks, the employee contributes significantly to the Agency's ability to provide adequate leased housing to the city's low-income residents.

PERSONAL CONTACT

The employee's contacts are primarily with other employees, owners/landlords and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or others; and justify, defend, negotiate, or resolve matters and issues concerning HCVP occupancy issues.

Should be able to handle clients that may be skeptical, uncooperative, unreceptive, slightly hostile, and/or willing to express different viewpoints and objectives.

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and 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.