

POSITION DESCRIPTION

Title: Housing Choice Voucher (HCV) Inspector

Reports To: Housing Services Manager

Office/Department/Division: Housing Services

FLSA Status: Non-Exempt

Summary

Responsible for conducting Housing Choice Voucher (HCV) and other inspections to ensure compliance with HUD regulations and for performing related administrative tasks. The duties listed below illustrate the various types of work that may be performed. 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.

Duties and Responsibilities

Assists in managing and monitoring assigned aspects of Agency's HCV Program to ensure compliance with HUD guidelines and regulations, the Agency's Administrative Plan and federal, state and local regulations, laws, ordinances and Agency policies as required

Receives and maintains applications and documentation and assures completeness, logs applications and accurately inputs data into computer and in a timely manner.

Responsible and accountable for maintaining integrity of client files, records, documents by adhering to filing system procedures regarding urgent, timely and accurate processing of hard copy and/or maintenance of electronic records.

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. Assists with preparation of comprehensive monthly reports as directed.

Coordinates the placement of eligible HCV residents with potential landlords.

Verifies all necessary interim and annual recertification's data to insure compliance with program requirements by HCV program participants and landlords.

Prepares and processes interim and annual certifications of eligible HCV program participants.

Prepares HAP Contracts and Leases and contacts landlords and participants to ensure their execution in accordance with program requirements.

Assists with HCV program briefings for new program participants.

Oversees inspection schedules and ensures timely notices to Housing Choice Voucher Program (HCVP) participants and landlords.

Performs, documents, records and uploads into appropriate system initial, interim, move-out, special, or recertification inspections of units for compliance with HQS, UPCS and/or City Code.

Advises owners/landlords and program participants of inspection results, ensures required repairs are completed and encourages proper maintenance of units.

Prepares all inspection-related correspondence, documents and reports in a timely and accurate manner.

Assists with landlord meetings to attract new and maintain current landlords. Ensures the program is landlord-friendly without sacrificing duty to participants and to HUD. May assist in negotiations of rent with landlords on behalf of the Agency.

Makes home visits as scheduled or as required.

Reports to the Housing Services Manager any and all violations that occur that may be life threatening and/or not in compliance with preset standards.

Informs the Housing Services Manager of situations and/or conditions of participants' non-compliance with housing assistance contract and Agency policies.

Notifies owners and program participants in writing of unit HQS/code violations so that deficiencies can be corrected within specified time; notifies participants of trash or debris that needs their attention; and notifies participants when employees or contractors will need access to their units.

Recommends HQS-compliant solutions for rehabilitation/repair problems.

Provides limited mediation services between landlords and program participants to avoid evictions or unnecessary displacement.

Recommends abatement and termination of housing assistance payment contracts and supports the Housing Services Manager in the preparation of termination of assistance.

Performs, documents and logs participant-complaints and owner damage-claim inspections.

Advises parties of results and ensures actions are taken to comply with HQS.

Assists in creating/maintaining landlord/owner pool.

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.

Performs other duties as required including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

Qualifications and Knowledge

High school graduate or GED and three (3) years of experience in residential and multi-family building maintenance and inspections preferred, or an equivalent combination of education, training and experience resulting in the ability to fulfill the essential job duties of the position.

HQS and UPCS Certification must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director.

Thorough knowledge of: federal, state and local laws, rules and regulations pertaining to Agency policies and procedures on HUD Housing Quality Standards (HQS) and Uniform Physical Condition Standards (UPCS) inspection procedures.

Thorough knowledge of: general architectural, engineering, construction, real estate and inspections techniques, principles and procedures applicable to all types of residential structures including foundations, framing, plumbing, HVAC, interiors and insulation; federal, state and local laws, rules and regulations pertaining to Agency policies and procedures on Housing Quality Standards.

Good knowledge of business English and general office practices and procedures; building maintenance and construction methods and materials and the operation of appropriate peripherals, hardware and software packages.

Must be able to express oneself clearly and concisely, both orally and in writing.

Must be able to establish and maintain effective working relationships with other employees, owners/landlords, tenants and other business contacts; and deal effectively with situations requiring tact and diplomacy, yet firmness.

Ability to use math with speed and accuracy and prepare clear and concise narrative and statistical reports and maintain accurate records.

Must maintain the confidentiality of the Agency's operations.

Ability to inspect and determine necessary repair for units to meet HQS and UPCS.

Ability to detect defects and faults in construction and to assess compliance with established standards.

Ability to work with Landlord's, tenants, participants and to maintain composure under pressure.

Must be willing to work flexible hours including on-call as necessary.

Valid driver's license and good driving record.

Ability to be covered under the Agency's fidelity bond.

Supervision Received and Given

The HCV Inspector receives assignments and instructions from the Housing Services Manager. Work to be done is usually determined by existing procedures or may be specified by the supervisor. The employee performs routine tasks with minimal or no supervision and must have excellent problem-solving abilities. Unusual situations not covered by instructions or procedures are referred to the supervisor for resolution.

The employee has no supervisory duties.

Guidelines

The employee performs routine duties by following the HQS Master Book, UPCS Inspector Guide, inspection checklists and Section 8 Administrative Plan. These guidelines cover most job-related decisions. However, independent judgment is frequently required. The employee consults the supervisor if guidelines do not cover a specific situation.

Complexity

Standard aspects of work performed by the employee may be repetitive and routine in nature, but may vary depending on circumstances encountered. Work to be performed is often straightforward, but technical and communication skills are required to accomplish tasks and deadlines must be met. The employee routinely plans, coordinates and performs the work. The employee must be sensitive and objective in dealing with owner/landlord and participant interactions and resolving problems.

Difficulty may be experienced after new participant briefings due to the resulting high volume of inspection requests.

Scope and Effect

The employee's work affects a significant portion of the units in the Agency's housing programs and the participants and owners. Thorough, effective, accurate and timely inspections, ensures that participants are provided housing that is decent, safe and sanitary and that owners are adequately compensated.

Personal Contacts

The employee's contacts are primarily with housing owners, landlords, applicants and tenants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of such contacts is to justify, defend, negotiate, make decisions, resolve problems and provide services, information and assistance in maintaining dwellings that are decent, safe, sanitary and affordable. At times, landlords and tenants may become confrontational regarding complaint issues.

Physical Demands

Work is performed both in-office and on-site and involves physical exertion during the inspection of units and sites, including climbing stairs and ladders, crawling into attics or basements and examining plumbing, electrical, heating and air conditioning systems, facilities and equipment.

Must be able to establish and maintain effective working relationships with co-workers and persons outside the Agency and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to bend, stoop, push and pull in the performance of job-related duties.

Must be able to work around various fumes, odors, chemical agents and solvents.

Must be able to use fingers bilaterally and unilaterally to operate testing and office equipment.

Must have vision and hearing corrected to perform essential job functions.

Must maintain punctuality and attendance as scheduled.

Work Environment

Work involves the normal risks or discomfort associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, confrontations with clients and negotiations with housing owners, landlords, managers and agents. Required site visits may involve exposure to adverse weather and road conditions.

Work requires travel throughout the area, performing fieldwork in inclement weather. Position may involve inspection of unsanitary dwellings.