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POSITION DESCRIPTION

TITLE	HCV Training Specialist	SEND RESUME TO	jamie.flechas@habctx.org
SUPERVISOR	Manager/Director	DEPARTMENT	Section 8 / HCV
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

Position Description:

The HCV Training Coordinator is a non-supervisory position that develops and conducts training programs for the HCV Department. The position is responsible for increasing the department's productivity by teaching new procedures and reinforcing skills and knowledge with all operations and inspections employees. The Trainer is also responsible for providing training to new hires on policy and procedure and hands-on technical guidance on file processing. Performs and reports on audits and quality control work of above average difficulty involved in the HCV Department.

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. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Design, develop, coordinate, facilitate and deliver training for all HCV Department Staff: HUD guidelines, CFR's, PHA policies and procedures, rent calculation, HQS, etc.
- Develop instructional material for employee training courses that support the HCV Department policies and procedures.
- Confers with management, supervisors and employees to gain knowledge of work situations requiring training and to better understand changes in policies, standard operating procedures, regulations, organizational initiatives and reference materials.
- Develops instruments to measure employee progress and evaluates the effectiveness of training and tests trainees to measure progress and to evaluate need for follow-up.
- Reports on the progress of employees and new employees under their guidance during training periods and Identifies skills or knowledge gaps that need to be addressed.
- Selects and develops teaching aids such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.
- Formulates teaching outlines and determines instructional methods such as individual training, group instructions, lectures, demonstrations, conferences, meetings and workshops.
- Coordinates training functions to include conducting needs analysis, developing training, delivering training and assessing training effectiveness.
- Assess employee requests for training and deliver development programs that will optimize their engagement, performance, and retention.
- Assists in the preparation of the internal training calendar that identifies training activities, and upon approval, coordinates their completion.
- Makes suggestions on improving work procedures in HCV Department and contributes experienced technical knowledge to the development of Standard Operating Procedures (SOPs).



- Recommends training objectives and methods, assists in writing training procedures for new procedures and reviewing/updating existing procedures as needed.
- Maintains the status of the trainings attended and certifications obtained by all HCV Department employees.
- Coordinates with outside agencies on needed or suggested trainings for staff and management.
- Assists employees with problems concerning “how to” perform specific tasks related to their positions.
- Conduct internal quality control as a measure of the training.
- Performs other duties as assigned.

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. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work. Complies with procedures and understands the importance of maintaining and managing confidential and proprietary information.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- Bachelor's degree from a four-year college in Communications, Liberal Arts with a concentration in English, Education, Training and Development, Organizational Psychology, Business Administration or related field; an additional two (2) years of experience may suffice in lieu of education requirement.
- Three (3) years experience in compliance, training or case management in HUD Programs
- Or a combination of experience and education.
- Must have the ability to learn and use cloud applications and experience and proficiency with Microsoft Office 365, cloud accessible applications to include but not limited to: One drive, Outlook, Word, Excel and PowerPoint or MAC or PC desktop equivalent is acceptable.
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.



Preferred Requirements:

- Master's degree from a four-year college in Communications, Liberal Arts with a concentration in English, Education, or Training and Development, Organizational Psychology or related field
- Four (4) years of experience in an official training position.
- Housing Choice Voucher Specialist Certification or HCV Program Management Certification
- Experience with Emphasys Elite System
- Bilingual in Spanish; read/write/speak.

License and Certifications:

- Housing Choice Voucher Specialist Certification and Housing Quality Standards Inspection Certification within one (1) year of employment (depending on availability of training) with no more than three attempts for certification allowed.
- Texas Class "C" driver's license at the time of placement and insurable by HABC's liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks (i.e., Fair Housing and Reasonable Accommodation Certification, Customer Service and Effective Interview Certification)

Technical Skills:

- Understands the Mission, Vision, and Value of the agency, and directs work within these guiding principles and operational framework.
- Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Excellent computer skills; thorough knowledge of Microsoft Office and Google Suite.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Ability to select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Ability to communicate information and ideas in speaking to large audiences thoroughly so others will understand.
- Ability to identify the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Ability to produce professional instructional and advisory presentations through the use of various mediums.
- Ability to read, interpret and apply HUD rules and regulations and HABC policies and procedures.
- Knowledge of applicable code of federal regulations (CFR), HUD rules and regulations, HABC's policies and procedures, and/or relevant federal, state, and local laws.
- Skill in assessing and prioritizing multiple tasks, projects, and demands with excellent problem solving and organizational skills while meeting established deadlines.
- Ability to work with a diverse population.
- Ability to work under minimum supervision

**Ability To:**

- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines
- Work occasional evenings and weekends.
- Solve complex situations and diffuse volatile situations.
- Approach problems pro-actively with solution focus.
- Communicate effectively both verbally and in writing.
- Establish working relationships with residents, co-workers, and other professionals.
- Work independently in a multiple site setting.
- Evaluate case progress and initiate necessary actions to facilitate client progress.
- Participants, and accurately completes rent calculations for Housing Choice Voucher participants by following required federal regulations and local policies.
- Submits files for case screening each month and completes any corrections for previous month by the stated due date.
- Compiles files with all necessary documents following the verification hierarchy and other required policies outlined in the HCV Administrative Plan and Standard Operating Procedures (SOPs). This includes following-up on pending documents to ensure timely processing of interim and annual re-certifications.
- Receives approved inspection reports, and completes final rent calculations for any annual recertification or new lease (initials) in a timely and accurate manner. This includes notifying owners

Supervision:

The employee receives work assignments their supervisor. Priorities and time frames are established by the supervisor to achieve department goals. The supervisor monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. The Senior FSS Coordinator is responsible for setting priorities to effectively manage their caseload and assist the department in accomplishing goals.

The employee has no supervisory responsibilities.

Responsibility for Confidential Matters:

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

Guidelines:

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

Complexity:

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.



Scope and Effect:

The employee's work primarily affects the administrative output of the HCV Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

Public Contacts:

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

Mental and Physical Abilities:

The mental and 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 regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

Working Conditions:

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.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.