



## HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: **Mobility Program Manager**  
 Department: **Voucher Program Operations**  
 Supervisor: **Director of Voucher Logistics**

Exempt     Non Exempt                       New Position     Revision (see below)

Change of title                      Previous Revision Date: \_\_\_\_\_ Other (Please Specify) \_\_\_\_\_  
 Revised qualifications                       Revised duties  
 Expanded qualifications                       Expanded duties

Effective Date: 01/01/2024

Approved: \_\_\_\_\_

DocuSigned by:  


**Vice President Voucher Programs Operations**

Approved: \_\_\_\_\_

DocuSigned by:  


**Director Human Resources, Training & Development or Designee**

### GENERAL SUMMARY

Responsible for the day-to-day operations of the Houston Housing Authority's Housing Choice Voucher (HCV) Mobility Program. The Mobility Program Manager will have significant responsibility related to the performance of the department, requiring knowledge of and compliance with applicable HUD rules.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

- Formulate and implement operating policies, procedures, objectives and budgets; ensures operational compliance with applicable regulations and standards.
- Maintain HUD's Public and Indian Housing Information System; ensures data accuracy.
- Coordination with referral partners and other HHA programs.
- Oversight of progress towards achieving established outcomes.
- Responsible for management of all required reporting.
- Implement and maintain a quality control system.
- Research, gather data and prepare reports and communications relating to the Housing Choice Voucher Program and its participants for necessary congressional, federal, state and local inquiries.
- Prepare and respond to internal, HUD or HUD OIG audit reviews as required.
- Ensure that all department employees receive proper training and instruction; monitor employees to ensure compliance with Mobility policies.
- Review and monitor program effectiveness.
- Implement and maintain a secure records management system.
- Conduct regular employee meetings; develops employee work schedules and caseload assignments; prepares performance evaluations; interviews and hires employees.

## KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of HUD policies and other federal, state and local laws, rules and regulations related to low-income housing and the Houston Housing Authority policies.
- Knowledge of good public policy practices and procedures.
- Knowledge of the management skills required to analyze programs, policies and operational needs.
- Knowledge of budget development and administration procedures.
- Knowledge of spoken and written Spanish preferred but not required.
- Comprehensive and demonstrable knowledge of HUD Housing Choice Voucher, Moving to Work, and HQS inspection policies and procedures.
- Business English and basic mathematics.
- Familiarity with industry best practices.
- Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords, and the public.
- Ability to supervise others effectively and collaboratively; reinforcing good performance and dealing firmly but fairly with less than satisfactory performance.
- Skilled in planning, prioritizing, organizing, directing, and coordinating the work of self and employees.
- Skilled in the analysis of problems and the development and implementation of solutions.
- Skilled in interpreting and applying federal, state, and local policies, laws, and regulations.
- Skilled in the preparation of clear and precise reports.
- Skilled in oral, written, and interpersonal communication.

## COMPLEXITY / SCOPE OF WORK

- Employee performs multifaceted work requiring a deep understanding of HUD rules and requirements relative to the Housing Choice Voucher Program eligibility, income, rent, inspections, and contract procedures.
- Employee must be able to handle complex interpersonal situations involving conflict between participants and landlords with skill and professionalism.
- Employee works with the Vice President of Housing Programs, **Director of Voucher Logistics**, Supervisors and occasionally Housing Choice Voucher Program applicants, participants, landlords and other employees.
- Employee's work is essential to the successful operation of the Housing Choice Voucher Mobility Program.
- Employee's efforts affect the Houston Housing Authority's ability to earn administrative fees and to obtain additional vouchers and funding.

## GUIDELINES

- Work is performed according to existing procedures or written guidelines such as HUD regulations, handbooks, desk references, or existing records.
- Employee will frequently be required to use independent judgment in making recommendations and decisions.
- Employee has significant responsibility for updating procedures and guidelines to ensure that they are effective, efficient and comply grant-funded roles with HUD requirements.

## SUPERVISORY CONTROLS

- Reports to the Director, Voucher Logistics
- As directed by the Vice President of Voucher Programs, this employee is responsible for both the compliance and performance of a group of professional Housing Choice Voucher Mobility employees, as well as the program outcomes they produce.
- Receives both written and oral instructions.
- Employee must be able to work independently, performing complex work in an accurate and timely manner without close supervision.
- The position entails balancing competing priorities and achieving organizational goals.

## PERSONAL CONTACTS

- Employee has continual contact with other employees and, occasionally, program participants and landlords.
- Most contacts are structured, and the employee must use normal tact and professional courtesy.
- Occasionally, a contact may be uncooperative or antagonistic, and the employee would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the Houston Housing Authority.

## PHYSICAL DEMANDS / WORK ENVIRONMENT

- Employee's work involves primarily sedentary office work in a typical office environment.
- There is some degree of stress resulting from contact with applicants, participants, landlords, the public, and other employees.
- Work involves the normal risks or discomforts associated with an office environment.
- Work hours may vary from the normal core hours of the agency and on occasion may involve weekend work.

## MINIMUM QUALIFICATIONS

- Bachelor's Degree in Business Administration, Public Administration, Urban Affairs, Urban Planning, City Planning, Accounting, Sociology, Political Science, Psychology or a related field required.
- Master's Degree preferred.
- A minimum of eight (8) years of management experience in public housing, Housing Choice Voucher Program, tax credit housing, assisted apartment management, or local government housing work (e.g., code enforcement, planning, community development).
- Obtain certification in Housing Choice Voucher Specialist and Voucher Program Management within first year of employment. (training and tests at Houston Housing Authority's expense).
- Certification in HQS required within the first year of employment (training and tests at Houston Housing Authority's expense).
- Bondable.
- Valid Texas driver's license or obtain such within the first thirty (30) days of employment.
- Eligibility for coverage under Houston Housing Authority fleet auto insurance.

## DISCLAIMER

The above statements describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Please be advised that this role is subject to the availability of grant funding.