



Housing Choice Voucher Program Manager

The Brazos Valley Council of Governments (BVCOG) is seeking a dynamic and experienced professional to serve as its next Housing Choice Voucher (HCV) Program Manager. This position serves a critical role in advancing the mission of the Public Housing Authority by utilizing federally funded housing assistance as a catalyst for economic mobility, housing stability, educational advancement, and long-term family self-sufficiency.

The Housing Choice Voucher Program Manager is responsible for the strategic leadership, administration, and operational oversight of the Housing Choice Voucher (HCV) Program, Family Self-Sufficiency (FSS) Program, GED Program, and Homeownership Program.

The position provides management and direction for all departmental operations in compliance with regulations established by the U.S. Department of Housing and Urban Development (HUD), applicable federal requirements, and local BVCOG policies and procedures. Responsibilities include planning, organizing, directing, and evaluating program operations; supervising, mentoring, and developing a multidisciplinary team of approximately twenty-two (22) employees; implementing team-based performance management and quality control systems; and ensuring the effective delivery of applicant, participant, landlord, and community stakeholder services.

The Housing Choice Voucher Program Manager is responsible for the development, administration, and fiscal oversight of an annual departmental budget exceeding \$15.5 million, including monitoring expenditures, ensuring financial accountability, maximizing program utilization, and supporting long-range operational sustainability. Additional responsibilities include oversight of program outreach and marketing initiatives, website development and maintenance, preparation and presentation of monthly operational reports to the BVCOG Board of Directors, and service as staff liaison to boards, committees, and community stakeholders.

This position requires a collaborative, team-oriented leadership approach focused on regulatory compliance, operational excellence, customer service, strategic planning, and continuous program improvement.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Program Administration and Regulatory Compliance examples

- Directs and oversees the administration and daily operations of the Housing Choice Voucher (HCV) Program, including the Family Self-Sufficiency (FSS) Program, Veterans Affairs Supportive Housing (VASH) Program, Mainstream Voucher Program, Emergency Housing Voucher (EHV) Program, Foster Youth to Independence (FYI) Program, Homeownership Program, GED Program, and other assigned housing initiatives in accordance with U.S. Department of Housing and Urban Development (HUD) regulations, federal requirements, and the BVCOG HCV Administrative Plan.
- Ensures departmental compliance with all applicable federal, state, and local laws, regulations, policies, notices, and guidance related to subsidized housing programs.

- Interprets and applies HUD regulations, notices, handbooks, and guidance to program operations and communicates regulatory changes to staff in a timely manner.

Customer Service, Community Relations, and Program Support

- Oversees customer service functions involving applicants, participants, landlords, community partners, and the general public to ensure professional, timely, and respectful service delivery.
- Investigates and responds to participant, landlord, and public complaints, resolving concerns in accordance with applicable regulations and policies.
- Resolves complex and non-routine participant and landlord issues within established timelines while maintaining regulatory compliance and customer service standards.
- Oversees and manages the Informal Review and Informal Hearing processes, ensuring due process protection and regulatory compliance.

Quality Control and Compliance Oversight

- Provides executive oversight and strategic direction for the department's Quality Control and Compliance functions to ensure operational integrity, regulatory compliance, and program accountability.
- Supervises and supports the Quality Control Manager and Compliance Analysts in the administration of quality assurance reviews, file audits, compliance monitoring activities, and corrective action initiatives.

Housing Quality Standards (HQS) and Inspections Oversight

- Provides administrative oversight and strategic direction for Housing Quality Standards (HQS) and National Standards for the Physical Inspection of Real Estate (NSPIRE) compliance activities conducted within the Housing Choice Voucher Program.
- Supervises and supports the Landlord Relations and Compliance Supervisor in the administration of inspection operations, quality control measures, compliance activities, and landlord relations initiatives.
- Monitors inspection performance metrics, abatement activity, quality control outcomes, and SEMAP indicators to ensure regulatory compliance, operational effectiveness, and program integrity.
- Ensures inspection operations are conducted in accordance with HUD regulations, NSPIRE requirements, BVCOG policy, and established quality assurance standards.

Family Self-Sufficiency (FSS) Program Oversight

- Provides executive oversight and strategic direction for the Family Self-Sufficiency (FSS) Program to ensure compliance with HUD regulations, grant requirements, and organizational objectives.
- Supervises and supports the FSS Supervisor and assigned staff by providing leadership, guidance, performance oversight, and administrative direction for program operations and service delivery.
- Monitors FSS program performance indicators, grant utilization, participant outcomes, escrow growth, and reporting requirements to ensure program effectiveness and continuous improvement.

Leadership, Personnel and Organizational Management

- Provides leadership, direction, supervision, mentoring, and performance management for approximately twenty-two (22) employees, including hiring, onboarding, training, coaching, evaluating, and addressing performance concerns.

- Develops and promotes a collaborative, team-oriented work environment focused on accountability, customer service, operational excellence, and continuous improvement.
- Coordinates and conducts staff training to ensure compliance with HUD regulations, BVCOG policies, program procedures, customer service standards, and industry best practices.
- Maintains strict confidentiality of sensitive participant, personnel, financial, and organizational information in compliance with HUD regulations, BVCOG policies, and applicable privacy laws.
- Demonstrates professionalism, sound judgment, diplomacy, ethical leadership, and attention to detail in all interactions, communications, and work assignments.

TECHNICAL SKILLS

To perform this position successfully, the employee must demonstrate advanced professional knowledge, technical expertise, leadership capability, and operational proficiency in the following areas:

Regulatory and Program Administration Expertise

- Advanced knowledge of Housing Choice Voucher (HCV), Family Self-Sufficiency (FSS), and related HUD-assisted housing programs, including applicable federal regulations, HUD handbooks, PIH Notices, HOTMA requirements, NSPIRE standards, SEMAP indicators, and BVCOG administrative policies and procedures.
- Advanced ability to read, interpret, analyze, and consistently apply complex federal regulations, regulatory guidance, and organizational policies to ensure program compliance, operational integrity, and sound administrative decision-making.
- Comprehensive understanding of Fair Housing laws, Violence Against Women Act (VAWA) requirements, Equal Opportunity regulations, Reasonable Accommodation procedures, and program integrity requirements applicable to federally assisted housing programs.

HUD Systems and Technology Proficiency

- Advanced working knowledge of HUD reporting and compliance systems, including Enterprise Income Verification (EIV), Housing Information Portal (HIP), and other HUD data management and reporting platforms.
- Proficiency in utilizing HUD forecasting and funding management tools, including the Two-Year Tool, voucher management systems, and utilization reporting mechanisms to support fiscal oversight and strategic planning.
- Intermediate to advanced proficiency in Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint, for data analysis, financial tracking, reporting, correspondence, and presentation development.
- Familiarity with electronic document management systems, housing management software platforms, and digital records systems utilized for file maintenance, compliance monitoring, quality control, and operational reporting.

Leadership, Analytical, and Operational Skills

- Strong leadership and supervisory skills with the ability to direct multidisciplinary teams, establish operational priorities, manage workflow distribution, and promote accountability and professional development.
- Advanced analytical and problem-solving skills with the ability to evaluate operational trends, compliance findings, financial data, utilization rates, quality control outcomes, and performance metrics to support strategic decision-making.

- Strong organizational and project management skills with the ability to manage multiple priorities, maintain regulatory deadlines, and coordinate complex operational activities in a fast-paced environment.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

- Bachelor's degree from an accredited college or university in Public Administration, Business Administration, Social Work, Human Services, Finance, Urban Planning, Construction Management, Organizational Leadership, or a closely related field required. Master's degree preferred.
- Minimum of five (5) years of progressively responsible experience in the administration of federally assisted housing programs, public administration, community development, compliance management, or related governmental or nonprofit program operations.
- Minimum of three (3) years of supervisory or management experience overseeing staff, operational functions, compliance activities, budgets, or program administration.
- Demonstrated experience interpreting and applying HUD regulations, federal compliance requirements, administrative policies, and program guidance related to Housing Choice Voucher (HCV) or other federally assisted housing programs.
- Experience managing complex operational activities, regulatory compliance functions, program audits, quality control initiatives, financial oversight, and organizational performance measures.
- Experience working with diverse populations, governmental agencies, landlords, community organizations, and public stakeholders in a professional and collaborative manner.
- Equivalent combinations of education, training, and directly related experience may be considered when such qualifications provide the necessary knowledge, skills, and abilities to perform the essential functions of the position.
- Must have successfully completed and passed the **Supervision and Management Certification** course by Nan McKay or another nationally recognized approved trainer within one year of assuming position.
- Must have successfully completed and passed the **SEMAP Self-Assessment Certification** course by Nan McKay or another nationally recognized approved trainer within two years of assuming position.
- Must have successfully completed and passed the **Fair Housing and Reasonable Accommodation** course by Nan McKay or another nationally recognized approved trainer within two years of assuming position.
- Must complete a minimum of 24 hours of professional development training each year as part of this position.

Licenses and Certifications

- Must possess and maintain a valid Texas driver's license and acceptable driving record.
- Must maintain access to reliable transportation for travel throughout the BVCOG service area and other locations as required.
- Must successfully complete or maintain certifications related to Housing Choice Voucher administration, HQS/NSPIRE inspections, Fair Housing, occupancy standards, or other HUD-related program requirements as assigned.
- Certifications through Nan McKay, NAHRO, Nelrod, or other HUD-recognized training organizations preferred.

SUPERVISION:

Reports directly to the Deputy Director and/or designee through established supervisory channels. Exercises a high degree of independent judgment, initiative, and decision-making authority in the administration and oversight of complex housing program operations, regulatory compliance activities, staff supervision, and organizational priorities with limited direct supervision.

PAY: \$65,000 - \$73,000 DOQ