



115 Scranton Avenue
Falmouth, MA 02540
Tel: (508) 548-1977 Fax: (508) 457-7573
www.falmouthhousing.org

JOB DESCRIPTION

Job Title: Federal Housing Programs Supervisor – Full Time (35 hours per week)
Responsible To: Assistant Director
Other: Union Position (AFSCME)

I. The Mission of the Falmouth Housing Authority

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

II. Job Statement

The purpose of the Federal Programs Supervisor is to support the mission of FHA in a wide range of activities related to determining and documenting income eligibility, rent and contractual relationships with owners in support of the program operations using written administrative policies and procedures, and HUD regulations; ensures effective owner and agent relationships; manages the inspection and reinspection of federal voucher units and the assembling of progress and/or assigned status reports related to the programs; coordinates assigned activities with other Housing Authority functions and performs related work as assigned. Assists the Tenant Selector by providing tenant and participant briefings all housing program applicants (federal and state). Assists the Assistant and Executive Director in budget, policy development and program activities related to the federal public and voucher programs. The position requires full accountability for assigned cases, including accurate and complete files, reporting, resolution of customer service cases and responsiveness to tenant, participant and landlord inquiries related to the new lease up process, housing assistance payments, tenant/participant obligation concerns and other duties as assigned by the Assistant or Executive Director.

III. Job Description

Objective A – Program Activities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required.
Other related duties may be assigned.

1. Plans, organizes, and supervises the execution of the federal housing programs with the goal of fostering constructive relationships with property owners and housing authority applicants and tenants.
2. Supervises the initial and annual inspection of federal voucher program units to determine whether units meet the Housing Quality Standards (HQS) established by the US Department of Housing & Urban Development (HUD)





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3. Establishes and follows guidelines to evaluate the condition of units and to determine appropriate rents. Analyzes fluctuations in rental markets and assists in determining rental values.
4. Supervises staff; assigns, reviews and evaluates work and performance; ensures training and professional development and review workflow to ensure adequate coverage efficiency.
5. Maintains pertinent data and statistics and directs the preparation of statistical reports for submission to HUD and internal controls.
6. Ensures assigned activities are in accordance with federal and state regulations, and housing authority administrative plans.
7. Develops schedules for lease ups, lease renewals, lease terminations and other lease-related activities; ensures maintenance of these schedules in conjunction with key supervisory staff.
8. Meets with tenants, participants, and landlords to explain policy and procedures for participation in rental assistance programs; discusses owner/tenant rights and responsibilities.
9. With the Assistant and/or Executive Director
 - a. Encourages continued participation of property owners in the housing program and attempts to resolve owner-generated concerns.
 - b. Develops owner participation in programs and property improvement plans in cooperation with others,
 - c. Handles difficult landlord cases and conducts conferences/hearings with households who may be recommended for termination from the subsidy program(s).
10. Attends weekly meetings as scheduled; provides program reports as required.
11. Performs other related duties, as assigned.

Objective B – Operational Excellence

1. Return phone calls and e-mails within required time frames.
2. Maintain a high level of daily productivity.
3. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
4. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible.
5. Make accurate mathematic calculations.
6. Monitors and accurately interpret rules and regulations relating to assigned federal housing programs; work effectively with people representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with other staff, participants, owners and landlords.
7. Ability to identify issues/concerns and direct them to appropriate personnel as required.
 1. Attend trainings, workshops and educational opportunities, as required by need and/or as assigned.
 2. Continuously provide excellent customer service and support.
 3. Perform related duties and tasks, as assigned.

Objective C – Partnerships

Communicate and collaborate with federal, state and local community partners to ensure program compliance. Educate participants on FHA programs and resources designed to achieve housing stability.





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MINIMUM REQUIREMENTS

- College graduate or equivalent.
- Five-years progressively responsible case management responsibility; or
- Three-years progressively responsible case management involving a public, and/or community-based, and/or federal subsidy program and evidence of certification in housing-specific course that addresses eligibility, rental calculation, obligations, lease ups and terminations.
- Governmental agency experience preferred, but not required.
- Incumbents must obtain a valid Housing Manager's Certificate issues by an approving agency within one (1) year of appointment.
- Knowledge of Federal and state housing programs, regulations and Authority's Administrative Plan(s).
- 10-key proficient; knowledge of computer programs and general office procedures.
- Detail-oriented; ability to work with minimum day-to-day supervision.
- Prompt and dependable; excellent interpersonal skills.
- Ability to communicate well in English language (oral and written).
- Able to work well under stressful conditions; strong organizational skills.
- Approach problems pro-actively and be solution-focused.

Must obtain federal, state and local background clearances and pass a drug screening test. A cover letter and resume detailing your qualifications and experience must be submitted as an expression of your interest in this position. The Falmouth Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities. FHA is an EEOC/AA employer

