

POSITION TITLE: Vice President of Leased Housing

DEPARTMENT: Leased Housing

STATUS: Exempt

SALARY: \$105,000 - \$120,000/year, dependent upon experience

LOCATION: 630 Plantation Street, Worcester, MA (onsite position)

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

Reporting to the Chief Administrative Officer, the Vice President of Leased Housing (VPLH) is a critical member of the WHA's leadership team. Directing all administrative functions and activities associated with the day-to-day management of the WHA's leased housing (voucher) programs, the VPLH oversees a staff of approximately 25 providing exceptional customer service to the WHA's 4,300 voucher program clients and landlords. Leased housing programs administered by the WHA include Section 8, Housing Choice Voucher Program, Massachusetts Rental Voucher Program, VASH Vouchers, among others. As voucher programs continue to grow, so does the WHA's Leased Housing Department. A candidate with the ability to analyze data, think strategically, plan for growth, and continuously seek ways to improve efficiency, effectiveness, and productivity is required. The ability to read, understand, and translate complex regulations into easily digestible policies and procedures for staff is critical.

This is a full-time, fully benefitted, onsite position in Worcester, MA (with the option to work from home one day per week). The WHA offers a robust wellness benefits package, including generous paid time off, opportunities for training and development, and participation in a pension program. The gravity of this position will require occasional work outside of normal business hours. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

ESSENTIAL FUNCTIONS:

1. Supervises and directs the daily activities of the department, ensuring exceptional customer service is provided to all clients, conducting random audits of work product to ensure accuracy, and leading the department to achieve outcomes that support the WHA's mission and vision.

2. Monitors regulatory changes in HUD's Section 8 Programs to assure that the WHA's Section 8 Administrative Plan is up to date with all applicable program requirements and stays abreast of related requirements and new program availability.
3. Coordinates Section Eight Management Assessment Program (SEMAP) activities and annual submission.
4. Oversees budget compliance for all leased housing programs and coordinates with the Accounting Department on the monthly generation and reconciliation of housing assistance payments, as well as applying for new funding.
5. Offers input on strategy for the department, including assisting the Chief Administrative Officer in establishing goals and objectives and policies for all leased housing programs.
6. Prepares monthly reports for submission to the WHA Board of Commissioners, HUD, and other regulatory agencies, as well as other periodic reports as requested (PIC, EIV, etc.).
7. Monitors leased housing participants' program compliance, utilization rates, and turnover rates, and initiates appropriate actions to ensure appropriate lease up rates are maintained.
8. Analyzes rental market, updates determinations of rent reasonableness, and sets payment standards, including project-based rent increases.
9. Guides the Program Managers and Assistant Vice President in determining appropriate workload and training needs for staff, setting department and individual employee goals, handling escalated issues, and providing coaching, feedback, and evaluation of staff performance.
10. Works with the Community Housing Specialist to develop and implement outreach activities to local landlords to promote participation in Section 8 Program and prepare HAP contracts.
11. Works with the legal department to review reasonable accommodation requests and administrative transfers, as well as other legal matters.
12. Performs similar job-related duties as assigned.

REQUIRED BACKGROUND/EXPERIENCE:

1. Bachelor's degree required; master's degree preferred.
2. Minimum of five years' experience working in a leased housing or similar department.
3. Minimum of five years' experience in a supervisory/staff management role.
4. Thorough understanding of Section 8, Housing Choice Voucher, and MA Rental Voucher Programs.
5. Competency in using Microsoft Office tools, including Microsoft Word, Excel, Outlook, Power Point, and Teams, as well as the ability to quickly learn customized software programs.

REQUIRED SKILLS & ABILITIES:

1. Ability to review, understand, and translate complex regulatory language into easily understandable protocols and procedures.
2. Ability to analyze industry trends, track and compile data, and review work product in order to think strategically and set long and short-term goals for the department and individual employees.
3. Exceptional interpersonal communication skills, including the ability to train, coach, provide feedback, hold others accountable, and express gratitude and appreciation to motivate staff and maintain good morale in a fast-paced, deadline-driven environment.
4. Strong organizational skills, ability to effectively write proposals, prepare administrative plans, and compose accurate documentation as required.
5. Ability to see the grey – to consider each issue individually and provide clear, objective judgment on issues while applying logic and compassion where reasonable to keep families housed.
6. Ability to interact professionally with people of diverse social, economic, and ethnic backgrounds.

7. Knowledge of process improvement tools and principles, such as 5S, Lean, Six Sigma, or Kaizen is helpful.
8. Ability to set, monitor, and maintain budgets.
9. Ability to be relied upon to be available for work.

PHYSICAL REQUIREMENTS:

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to occasionally lift up to 15 pounds.