

JOB CATEGORY: CLIENT SERVICES
Job Description: Housing Manager
FLSA STATUS: Exempt
FLSA Category: Administrative
Reports To: Executive Director
Supervises: Housing Program Staff

PROGRAM DESCRIPTION

The Section 8 Housing Choice Voucher (HCV) Program provides affordable housing, self-sufficiency guidance, and homeownership opportunities to low-income families in Fannin and Grayson Counties.

POSITION SUMMARY

The Housing Program Manager is responsible for the overall administration, regulatory compliance, financial and operational performance, and program integrity of the Texoma Council of Governments' federally assisted housing programs. The position directs the Housing Choice Voucher (HCV), Project-Based Voucher (PBV), Family Self-Sufficiency (FSS), Homeownership, Foster Youth to Independence (FYI), Family Unification Program (FUP), and other special-purpose voucher initiatives administered by TCOG.

The Housing Program Manager ensures compliance with U.S. Department of Housing and Urban Development (HUD) requirements and TCOG's Administrative Plan; oversees program funding and utilization; supervises and develops housing staff; establishes policies, procedures, and internal controls; monitors program performance and quality; and exercises management-level judgment in complex eligibility, occupancy, enforcement, reasonable accommodation, and participant matters.

The position serves as the primary technical and operational resource for TCOG's housing programs and works closely with executive leadership, HUD, property owners, partner agencies, participants, and community stakeholders to ensure effective, accurate, fair, and fiscally responsible administration of housing assistance.

REPORTING STRUCTURE

Reports to: Executive Director

Supervises: Housing Staff

Collaborates with: COG staff; federal, state, and local agencies and officials; COG Governing Body; Executive Director; and the general public

ESSENTIAL DUTIES & RESPONSIBILITIES

Duties are listed in general order of importance and level of responsibility.

1. Program Administration & Regulatory Compliance

- Direct and oversee the administration of TCOG's HCV, PBV, FSS, Homeownership, FYI/FUP, and other special purpose housing programs
- Ensure compliance with HUD regulations, federal requirements, TCOG's Administrative Plan, and agency policies
- Interpret complex HUD requirements and translate regulatory changes into effective policies, procedures, and operational practices

- Establish and monitor internal controls and corrective actions to protect program integrity and mitigate compliance risk

2. Financial Oversight, Funding & Program Utilization

- Monitors HAP expenditures, voucher utilization, leasing, attrition, admissions, per-unit costs, budget authority, and other financial and performance indicators.
- Develops and implements leasing and utilization strategies based on available funding, authorized vouchers, program capacity, and HUD requirements.
- Works with executive leadership and financial staff to monitor HAP funding and administrative resources and ensure program operations remain within available funding.
- Analyzes program and financial data to identify trends, discrepancies, risks, and opportunities for improved performance and directs appropriate responses to funding or utilization concerns

3. Staff Leadership, Supervision & Development

- Provides direct supervision, leadership, coaching, training, and technical guidance to housing program staff.
- Establishes priorities, work assignments, performance expectations, deadlines, accountability standards, and monitors productivity, accuracy, timeliness, and compliance.
- Reviews staff work and participant files as appropriate and develops procedures, guidance, checklists, and other resources to strengthen consistency and performance.
- Participates in recruitment, hiring, onboarding, performance evaluation, employee development, corrective action, and succession planning.
- Promotes a professional, collaborative, accountable, and client-centered work environment.

4. Program Operations, Eligibility & Occupancy

- Oversees waiting-list administration, applicant selection, eligibility and admissions, voucher issuance, reexaminations, changes of unit, portability, household changes, and other participant actions.
- Ensures accurate determination of income, assets, deductions, payment standards, utility allowances, tenant rent, and Housing Assistance Payments.
- Oversees EIV and other HUD-approved verification processes and ensures applicable security, confidentiality, and documentation requirements are met.
- Reviews complex eligibility, income, household-composition, occupancy, and participant matters requiring management-level interpretation or determination.
- Oversees incoming and outgoing portability and ensures applicable billing, absorption, documentation, and PHA responsibilities are completed accurately.

5. Program Integrity, Quality Control & Enforcement

- Establishes and oversees quality-control processes designed to ensure accurate eligibility, rent, HAP, occupancy, and program determinations.

- Reviews and investigates potential unreported income, unauthorized household members, fraud, program abuse, and other participant noncompliance.
- Evaluates available evidence and determines appropriate administrative or corrective action, including participants debts, overpayments, repayment agreements, and termination actions.
- Ensures adverse actions are properly documented and that participants receive required notice and due-process protections.
- Oversees informal reviews and hearings and ensures resulting decisions and required follow-up actions are appropriately implemented.

6. HUD Reporting, SEMAP & Monitoring

- Oversees accurate and timely submission of required HUD reporting, including Voucher Management System (VMS) reporting and participant data transmitted through applicable HUD systems.
- Monitors HUD data and reports for accuracy and resolves discrepancies affecting program funding, utilization, compliance, or performance.
- Oversees TCOG's Section Eight Management Assessment Program (SEMAP) compliance, supporting documentation, certifications, and performance.
- Coordinates preparation for and response to HUD monitoring, audits, compliance reviews, data-validation requests, and corrective-action requirements.
- Maintains oversight of applicable HUD system access, security, and reporting requirements.

7. Fair Housing, Reasonable Accommodations & VAWA

- Ensures housing program administration complies with applicable fair housing, disability, and participant-protection requirements.
- Reviews and determines reasonable accommodation requests involving disability-related housing needs, including live-in aides, additional bedrooms, moves, extensions, and exceptions to standard program procedures.
- Ensures disability-related information is appropriately verified, documented, and maintained confidentially.
- Oversees VAWA-related requests and protections, including emergency-transfer matters when applicable.
- Considers reasonable accommodation, VAWA, mitigating circumstances, and other applicable protections when evaluating adverse program actions or terminations.

8. Inspections & Housing Quality

- Oversees compliance with applicable HUD housing inspection requirements, including HQS and NSPIRE requirements as implemented.
- Ensures inspections, reinspections, correction of deficiencies, abatements, and related HAP actions are completed in accordance with program requirements.
- Reviews and resolves complex inspection matters involving participants, landlords, assisted units, and program staff.

- Ensures housing-quality requirements are applied consistently and appropriately documented.

9. PBV, Landlord & Contract Administration

- Oversees administration of TCOG's Project-Based Voucher portfolio, including applicable waiting-list, referral, vacancy, leasing, occupancy, transfer, and HAP requirements.
- Provides management oversight of landlord participation, HAP contracts, rent changes, ownership changes, vacancy payments, abatements, and other owner-related program actions.
- Resolves escalated landlord, participant, contract, rent, and payment issues.
- Coordinates with property owners to ensure effective administration of HCV and PBV assistance.
- Provides technical guidance regarding PHA and owner responsibilities under applicable housing programs.

10. FSS, Homeownership & Special-Purpose Programs

- Provides management oversight of the Family Self-Sufficiency Program, including enrollment, Contracts of Participation, escrow activity, graduation, and program outcomes.
- Oversees the HCV Homeownership Program and ensures applicable eligibility, assistance, and continuing program requirements are met.
- Oversees FYI/FUP and other special-purpose vouchers and ensures compliance with applicable HUD requirements.
- Oversees VASH and ensures compliance with applicable HUD and VA requirements.
- Supports initiatives connecting assisted families with employment, education, financial literacy, supportive services, homeownership opportunities, and economic self-sufficiency.
- Develops and maintains relationships with community organizations and service providers supporting participant stability and advancement.

11. Complaints, Customer Service & External Relations

- Serves as the management-level point of contact for escalated participant, applicant, landlord, and partner concerns.
- Reviews and investigates complaints involving program administration, participant rights, staff conduct, confidentiality, and service delivery.
- Ensures complaints and allegations are objectively reviewed, appropriately documented, and resolved based on available evidence and applicable requirements.
- Communicates complex or adverse program decisions clearly, respectfully, and professionally.
- Serves as a liaison with HUD, property owners, partner agencies, service providers, governmental entities, and community organizations.
- Represents TCOG Housing in meetings, trainings, collaborative initiatives, and other activities as assigned.

Knowledge, Skills & Abilities

- Comprehensive knowledge of HUD-assisted housing programs, including HCV, PBV, FSS, Homeownership, special-purpose vouchers, eligibility, occupancy, rent calculation, HAP, portability, inspections, and landlord requirements.
- Knowledge of applicable HUD regulations, HOTMA, EIV, VMS, SEMAP, fair housing, reasonable accommodation, VAWA, and related reporting and compliance requirements.
- Ability to interpret complex federal requirements; develop effective policies and procedures; analyze financial, utilization, compliance, and performance data; and make sound, consistent, and defensible management decisions.
- Strong leadership, supervision, coaching, problem-solving, conflict-resolution, organizational, and staff-development skills, with the ability to manage competing priorities and regulatory deadlines.
- Excellent written and verbal communication skills and the ability to establish effective working relationships with participants, staff, property owners, governmental entities, partner agencies, community organizations, and executive leadership.
- Demonstrated judgment, discretion, professionalism, confidentiality, and proficiency with applicable housing software, HUD systems, Microsoft Office, and related technology.

Education & Experience

- Bachelor's degree in public administration, business administration, social services, housing, or a related field preferred. Progressively responsible experience in federally assisted housing program administration may substitute for formal education requirements in accordance with TCOG personnel policies.
- Significant experience administering HUD-assisted housing programs is preferred, including experience with eligibility, occupancy, rent calculation, regulatory compliance, program operations, and participant and landlord relations.
- Progressively responsible supervisory or management experience is preferred.
- HUD housing certifications and continuing professional education related to HCV, PBV, eligibility, occupancy, rent calculation, fair housing, FSS, or related programs are preferred.

Additional Requirements

Must maintain current knowledge of applicable HUD regulations and program requirements; maintain confidentiality of participant, applicant, employee, and agency information; exercise sound professional judgment and impartiality in decisions affecting program participants, applicants, landlords, and employees; complete required training and certifications; and perform other related duties as assigned.

TCOG VALUES ALIGNMENT

The Housing Program Manager must demonstrate:

Commitment, Integrity, Courage, Trust, Support, and Celebration in interactions with applicants, staff, landlords, and the public.