

**Newcap, Inc.  
1201 Main Street  
Oconto, WI 54153**

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| <b>Job Title</b>   | HCV Coordinator   |
| <b>Department</b>  | Housing   |
| <b>Location</b>  | Oconto Office   |
| <b>Job Grade</b>   |   |
| <b>Job Code</b>  |   |
| <b>Supervision</b>   | Case Manager Supervisor   |
| <b>FLSA Status:</b><br><input type="checkbox"/> Exempt<br><input checked="" type="checkbox"/> Non-Exempt | <b>Type of position:</b><br><input checked="" type="checkbox"/> Full-time<br><input type="checkbox"/> Part-Time<br><input type="checkbox"/> Contractor<br><input type="checkbox"/> Intern |

**General Summary:**

Under the direction of the Case Manager Supervisor of Newcap, the individual in this position will assist with the implementation of the day-to-day operation of the Housing Choice Voucher Program. This individual must maintain a strong and current knowledge of federal, state, and local housing programs and regulations. The individual in this position will grow with the project for the above activities and any other areas of priority that fit into organizational goals and objectives.

**AGENCY EXPECTATIONS:**

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Agency Intake:**

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.

- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

#### Community Collaboration:

- ❖ Maintain good working relationships with landlords of rental properties, real estate agencies, and agencies working with the individual clientele.
- ❖ Develop and facilitate good ongoing working relationships with state and local housing authorities and representatives.
- ❖ Maintains working knowledge of area resources.
- ❖ Acts as mediator, when appropriate, in disputes between families and landlords.

#### Data Entry and Program Compliance:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Assembles verified income, household information, and maintains active participant files in accordance with the policies and procedures of WHEDA and HUD's rules and regulations.
- ❖ Ability to prepare reports and meet strict deadlines.
- ❖ Enters program participant household and income information in database accurately and in a timely manner.
- ❖ May occasionally inspect units, evaluates units for occupancy to determine if the units meet with Housing Quality Standards, the reasonableness of rent charged, and negotiates rent amounts with owners as needed or when inspector is not available.
- ❖ Maintains working knowledge of program requirements and HUD rules for effective maintenance of programs.
- ❖ Follows Newcap, U.S. Department of Housing and Urban Development (HUD), WHEDA and all other necessary agency policies, procedures, rules and regulations, where applicable.
- ❖ Investigate general complaints from tenants, landlord, and the general public.
- ❖ Terminates rental assistance to families, when appropriate, for failure to comply with program rules and regulations and conduct Informal Hearings.
- ❖ Monitor appropriate billing of housing assistance payments and other fees to and from other public housing agencies for portability participants.
- ❖

#### Program Management:

- ❖ Assist with Tenant Applicant Form Process.
- ❖ Conducts leasing of families and initiates contracts between the owner and Newcap.
- ❖ Verifies a lease is executed between the landlord and the tenant.
- ❖ Determines need for interim rent changes and completes all established and required processing procedures.

- ❖ Responsible for the full Port In process.
- ❖ Prepare and present briefing materials to new program participants in a classroom setting, when needed.
- ❖ Pursues collection of monies owed by participant or terminated families under repayment agreements with Newcap.
- ❖ Assists in researching, developing, maintaining and revising department forms, procedures, and control systems, as needed.

Other duties as assigned.

**WORKING CONDITIONS:**

This work is generally performed in an office environment and client housing units. Some of the work will take place in the field across the counties. Some overnight may be required.

**EFFORT:**

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hand or wrists. Must be able to see, hear, and speak. Frequent reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend are required.

**MACHINES, TOOLS, EQUIPMENT**

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car.

**MINIMUM QUALIFICATIONS:**

1. Should have a minimum of 2 years' experience in a housing related field, i.e., housing development, construction maintenance, etc.
2. Must be able to work with projects, meet deadlines, and facilitate solutions to housing-related programs that may occur in the field.
3. Must display a sensitivity and responsiveness to people as a Newcap representative.
4. Must be able to maintain client confidentiality at all times.
5. Must be a team player, with an ability to manage multiple objectives concurrently.
6. Must have a valid driver's license and have access to a reliable car with insurance coverage and a willingness to travel when necessary.
7. Should possess an ability to write and articulate the needs and objectives of the Housing Program on behalf of Newcap.
8. Must be flexible with a willingness to adopt and adjust to growing and changing objectives within the Housing Program.

### **ABILITIES REQUIRED**

- Ability to read, write using proper grammar/punctuation, and communicate effectively
- Possess organizational, planning and analytical skills
- Computer skills
- Experience with word processing, spreadsheets, and public speaking.
- Ability to perform tasks with minimal supervision or over-site.
- Ability to identify, communicate and assist in responding to the need in the county.

### **SPECIAL REQUIREMENTS**

- Must possess a valid driver's license.
- Must undergo a background check
- Must be able to maintain the confidentiality of any information encountered.

### **PHYSICAL DEMANDS**

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.