

QUADEL CONSULTING & TRAINING 

## Housing Choice Voucher Manager



**Gans, Gans & Associates**

7445 Quail Meadow Road, Plant City, FL 33565 ♦ 813-986-4441

[www.gansgans.com](http://www.gansgans.com)

Quadel Consulting is a leading national expert in the public housing, housing choice voucher, HUD-subsidized multifamily, and tax credit programs. Quadel blends private-sector productivity, quality, and management principles with public and non-profit social welfare goals. Since 1975, Quadel has provided program management, consulting, and training services to the affordable housing industry. Quadel's clients and partners value their real-world practicality, hardworking thoroughness, and thoughtfully tailored solutions.

### **Depth of Experience**

Quadel's history of providing top-notch management services, training, and technical assistance to the affordable housing industry is unmatched by most competitors. All members of Quadel's senior management team have 20-30 years of affordable housing experience. The respect they command in the industry and their long tenure at Quadel make them immensely valuable to clients. Our extensive technical knowledge, covering multiple housing programs, and broad client base has earned Quadel the reputation for being a leading national affordable housing expert.

### **Practical, Private-Sector Approach**

Quadel brings a private sector regard for efficiency and accountability to the complex challenge of making public and assisted housing work. Equally important, we also bring a practitioner's view to the work we do. All of Quadel's senior management staff has served as housing managers at the local level. Our goal is to be a true partner — not just an outside advisor — in addressing our clients program management challenges.

### **Focus on Program Management Excellence in Housing**

Unlike many of our competitors that include housing management among a menu of other services, Quadel's highest priority is program management excellence in affordable housing. Our staff is among the first to learn about the latest changes to HUD rules, and we understand the implications of these changes on housing management. We constantly search for and apply successful housing management practices in the work that we do.

### **Program Management**

Quadel has a unique and successful history of partnering with housing organizations to manage all or discreet aspects of their housing operations. We have an unmatched capacity to turn around troubled housing operations and direct new housing initiatives. Quadel does not advocate for privatization but recognizes that this approach can be effective under the right conditions.

### **Commitment to Training and Quality**

We know from experience that effective housing management starts with a capable and knowledgeable staff. Quadel offers a series of practical training programs, developed with our own resources, in housing rules and regulations. We have trained over 60,000 housing professionals around the country. The affordable housing industry recognizes Quadel as the premier source for keeping front-line staff up to date on housing rules and best practices.

### **Firm Belief in Public Support for Housing**

It is our fundamental belief that government and communities have an important role to play in solving the housing needs of low-income families and special populations. Our mission is to join dedicated public and non-profit organizations in making housing programs achieve their full potential.

## **Position Summary**

Reporting to the Managing Director the HCV Manager provides overall management and leadership for all business related to the administration of the Housing Choice Voucher (HCV) Program. Provides daily direction and support to staff and ensures that all work products prepared by the department are completed in a timely manner and are produced with the highest quality.

The HCV Manager supervises HCV and Inspections Supervisors, operational and support staff as assigned.

## **Essential Duties and Responsibilities**

- As a key member of the leadership team, supports the Managing Director in ensuring that all contract requirements/goals and corporate requirements of the department are achieved on time and within budget.
- Oversees the operational functions tied to the administration of the HCV Program including waiting list administration, intake, occupancy, inspections, quality assurance and customer service.
- Evaluates and interprets HUD regulations and guidelines as they pertain to the HCV Program. Maintains program compliance with all statutory, regulatory, contractual, or other applicable standards.
- Ensures that program operations are performing at a high level throughout the year and are achieving all performance standards, quality metrics and SEMAP goals as required by our contract.

- Performs full or partial supervisory responsibilities including assigning and reviewing work, training, addressing employee problems, establishing objectives, interviewing applicants, hiring employees, discipline, discharge, recommending salary increases and performance evaluation.
- Identifies areas of compliance risk and oversees risk audits as necessary in various program-related aspects including HQS, SEMAP, Finance, Fair Housing, etc. Presents thoughtful solutions for managing and mitigating risk.
- Ensures effective utilization and troubleshooting of system-of-record software. Manages the data integrity of the system-of-record including successful and timely submissions/corrections of HUD Form 50058 and oversees all regular internal and external reporting.
- Prepares policy and procedure recommendations and administers approved policies/procedures related to housing programs administered by the organization.
- Provides accurate data and reporting as required for regular contract performance reporting.
- Represents the Program and HA in a highly professional manner to representatives of federal and local agencies of government, the private housing industry, and community groups as necessary.
- Coordinates flow of appropriate communication, information, guidance and direction throughout the operation.
- Integrates professional customer service and corporate values into all levels of operations.
- Requires all division staff to maintain a high degree of professionalism and exceptional internal and external customer service in the exercise of their duties.
- Travel to assigned client location.

### Knowledge, Skills and Abilities

- Ability to energize, motivate and provide effective leadership to sustain a productive organization serving a diverse, limited income population.
- Ability to think creatively and apply concepts to daily operations.
- Ability to analyze administrative systems and data, and develop structures and strategies designed to provide high quality, cost effective service to the public.
- Skilled in sustaining a collaborative, teamwork style of management.
- Ability to interpret and implement complex and changing federal policies and regulations.
- Strong commitment and ability to assist in the professional development and training of staff.
- Ability to effectively communicate verbally and in writing, both within the organization and externally.
- Knowledge of the HCV program and the ability to understand, interpret, apply and explain federal and agency policies, regulations, and procedures are is required.
- Ability to negotiate and resolve conflict.
- Must demonstrate competency with technology solutions and Microsoft Office Suite applications.
- Ability to effectively write letters, reports, procedures, maintain documentation and complete required forms.
- Skilled in managing multiple/competing priorities.
- Ability to read, write and speak English.
- Ability to work nights, weekends or non-regular hours.

### Education & Experience

- Bachelor's Degree required or 7 years relevant experience in lieu of a degree, plus 5 years progressively responsible supervisory experience.
- Four years progressively responsible experience in the administration of public or private housing and/or assisted housing programs.
- Experience in the management of a Section 8 rental assistance program including supervision preferred.
- Must obtain program-related certifications as required.

### How to Apply

If you are interested in this exceptional opportunity, please submit a detailed resume immediately to:

**Kimberly Sallie**  
**Gans, Gans & Associates, 7445 Quail Meadow Road, Plant City, FL 33565**  
**Phone: (813) 986-4441 ext. 7111**  
**Fax: (813) 986-4775**  
**E-mail: [kimberly@gansgans.com](mailto:kimberly@gansgans.com)**