



Position Description
VICE PRESIDENT
HOUSING CHOICE VOUCHER
PROGRAM



**If you are interested in this exceptional opportunity,
please submit a detailed resume to
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ELM CITY COMMUNITIES

Elm City Communities (the Housing Authority of the City of New Haven) provides decent, safe, and affordable housing to residents while fostering economic independence. As a designated Moving to Work (MTW) agency, they are authorized to test innovative, market-based solutions to promote self-sufficiency and increase housing choices for low-income families.

Vice President of Housing Choice Voucher (HCV) Program

The Vice President of Housing Choice Voucher Program is a dynamic leadership position responsible for overseeing and directing the comprehensive administration and operations of both Moving to Work (MTW) and non-MTW Housing Choice Voucher (Section 8) programs. This entrepreneurial role manages Service Center operations while pursuing strategic growth opportunities, including providing consulting services, program management, or administrative support to other Housing Authorities and housing organizations.



The ideal candidate is an experienced leader with a proven ability to direct large teams through complex administrative operations and multiple program management, ensuring all performance standards are met. This individual possesses excellent communication, supervisory, and problem-solving skills, complemented by a strong analytical background in program evaluation and performance improvement. Furthermore, they bring comprehensive expertise in budget

development, financial management, and contract administration to streamline organizational efficiency.

The position ensures efficient execution of voucher programs while maximizing housing opportunities for low-income families and individuals. As an entrepreneurial leader, the Vice President is expected to identify market opportunities, develop innovative solutions, and create revenue-generating partnerships that may involve traveling to other markets, presenting to potential clients, and negotiating service agreements.

Reporting directly to the Senior Vice President of HCV & Operations, this position balances traditional program administration responsibilities with forward-thinking business development initiatives while maintaining HUD compliance and optimizing program performance.

Key Responsibilities

Strategic Program Leadership and Planning

Promote the HCV Division's mission by developing comprehensive strategic plans and performance goals that align with HUD regulations. This includes leading the formulation of MTW Annual Plans and reports, ensuring all program innovations meet strict regulatory standards while expanding housing opportunities.

Program Administration and Compliance

Oversee comprehensive operations for a diverse portfolio of housing programs, including MTW HCV, VASH, RAD, SRO, and special allocation vouchers, alongside Low-Income Public Housing (LIPH) certifications.

Service Center Operations Management

Oversee Service Center operations as the primary point of contact for program participants, landlords, and vendors. This role involves directing customer service to ensure timely inquiry responses, managing waiting list operations and application portals, and conducting stakeholder briefings on program requirements

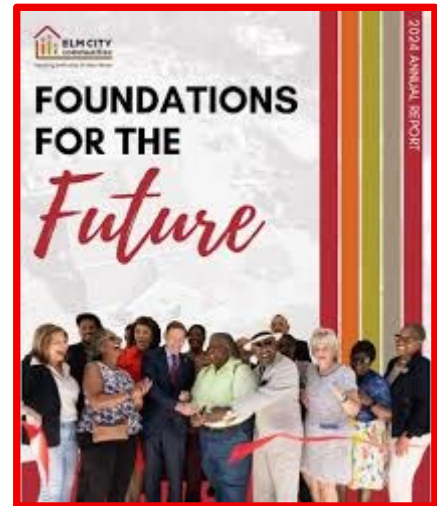
Housing Quality Standards and Inspection Management

Oversee the full lifecycle of HQS and NSPIRE inspections, managing everything from move-in and annual scheduling to quality control and abatement. As the lead Contract Administrator, you'll direct inspection contracts and conduct rigorous quality assurance reviews to ensure third-party vendors remain in full compliance with program requirements.

Financial Management and Budget Oversight



Utility Allowance payments. Additionally, ensured program compliance and financial sustainability through the annual implementation of payment standards, rent reasonableness studies, and utility allowance updates.



Team Leadership and Staff Development

Oversee the Housing Choice Voucher (HCV) department by recruiting, training, and managing a high-performing team dedicated to seamless program operations. This includes establishing day-to-day operating procedures, conducting regular training to ensure staff mastery of all program areas, and fostering a culture of professional development to maintain rigorous performance standards.

Specialized Program Management

Oversee the comprehensive management of the project-based voucher program, encompassing competitive solicitations, HAP contract renewals, and voucher portability for incoming and outgoing participants. Direct the operations of the Family Self-Sufficiency (FSS) program while collaborating with resident services to streamline application processes and social service assessments. Additionally, ensure program integrity by implementing robust fraud detection protocols and procedures.

Stakeholder Relations and Reporting

The role serves as the primary liaison for the Authority, providing monthly management reports to Executive Leadership and the Board of Commissioners while coordinating directly with HUD on program participation and regulatory compliance. This position involves active representation of programs at internal and external meetings, ensuring clear communication of application requirements. Furthermore, the role facilitates inter-departmental collaboration with Planning, Modernization, and Glendower Development to manage relocation activities and maintain strict oversight as the HUD contract administrator to ensure ongoing regulatory adherence.

Required Education and Experience

- Master's degree with five (5) years of Housing Choice Voucher experience in public and assisted housing; or bachelor's degree with seven (7) years of Housing Choice Voucher experience in public and assisted housing. In lieu of a degree, candidates with a High School Diploma and at least 15 years of progressively responsible HCV program management experience may be considered.
- Minimum five (5) years supervisory experience with Section 8 and HUD Low-income Public Housing programs.
- Coursework in public administration or social services.