

Manager, Moving to Work Case Management Team (Housing Services Specialist V)

Salary - \$72,752.58 - \$121,254.64 Annually

Location - ALEXANDRIA (LN29), VA

Job Type - FT Salary W BN

Department - Housing & Community Dev

Job Number - 21-02060

Closing - 10/15/2021 11:59 PM Eastern

Pay Grade - S28

Posting Type - Open to General Public

To apply: <https://www.governmentjobs.com/careers/fairfaxcounty/jobs/3248073/manager-moving-to-work-case-management-team-housing-services-specialist-v?keywords=manager%20moving&pagetype=jobOpportunitiesJobs>

Job Announcement

The Fairfax County Department of Housing and Community Development (HCD) and the Fairfax County Redevelopment and Housing Authority (FCRHA) is searching for an energetic, resourceful, creative, and innovative leader and manager to oversee a key management position within the Rental Assistance Division. Specific duties include, but are not limited to:

- Oversees a team responsible for case management for Housing Choice Voucher participants in the Moving to Work (MTW) program. The team is responsible for the on-going operations related to MTW participants including reexaminations, interims and transfers.
- Oversees the management of Moving to Work Case Management staff, setting priorities and expectations, monitoring work assignments and completion, and communicating the team's role, successes, challenges, and needs to internal and external stakeholders.
- Prepares and presents related reports, and develops, fosters and maintains partnerships within the agency, internal and external customers, and other county agencies.

Illustrative Duties

(The illustrative duties listed in this specification are representative of the class but are not an all-inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)

- Manages multiple housing programs, ensuring services are designed to maximize and encourage self-sufficiency and promote upward mobility among residents;

- Develops and implements innovative program enhancements in response to stakeholder needs;
- Researches, investigates and responds to questions and concerns from clients, community groups, FCRHA or the BOS, as appropriate;
- Ensures programs' adherence to federal, state and local regulations;
- Prepares and presents items to the Fairfax County Redevelopment and Housing (FCRHA), the Board of Supervisors, representatives of the Department of Housing and Urban Development (HUD), business and industry, non-profit groups and the public regarding such topics as new and revised policies and reports on the status of projects/programs;
- Interfaces with the Office of the County Attorney, Department of Planning and Zoning and Department of Code Compliance on matters related to program area;
- Serves as a witness in court, testifying as a program expert in litigation related to claims against the FCRHA/HCD, or in cases related to client compliance with federal, state and local requirements for housing program;
- Participates in agency response to HUD inquiries and audits;
- Investigates and resolves complaints/concerns from clients, citizens and staff;
- Mediates an appropriate solution to mutual concerns of clients and landlords;
- Represents the agency on inter-agency and community work groups and committees;
- Prepares responses or oversees preparation of responses to Notices of Funding Availability;
- Participates in the planning, development and evaluation of housing projects and programs, including development and evaluation of interagency agreements and service delivery;
- Establishes and works toward achievement of program goals and objectives, implementing corrective action when required;
- Develops policies and procedures which integrate new federal, state and local regulations;
- Interprets and provides technical assistance to staff on federal, state and local regulations pertaining to program areas;
- Plans, and sets goals and priorities for the program and staff managed;
- Analyzes program progress, and implements corrective action when necessary;
- Develops Requests for Proposal, evaluates proposals, and leads committees in the selection of contractors;
- Prepares county, state and federal reports;
- Prepares grant applications;
- Develops and provides training to HCD staff and outside groups as requested;
- Leads regular program, branch and team meetings to improve inter- and intra- division communication and coordination of activities and projects;
- Coaches staff to engage colleagues, customers, and all others in a manner that promotes trust, effective exchange of ideas and productive work experiences.
- Manages conflicts to enforce housing program rules and regulations;

- Manages staff utilization of current information technology, as per county and department requirements, in order to provide accurate and timely reporting and quality customer service;

Required Knowledge Skills and Abilities

The knowledge, skills and abilities listed in this specification are representative of the class but are not an all-inclusive list.)

- Advanced knowledge of, and ability to interpret, implement and explain federal, state and local housing assistance and/or relocation regulations and integrate such regulations into the planning, development and administration of public housing programs;
- Extensive knowledge of the county's human services system and self-sufficiency resources available to HCD clients;
- Extensive knowledge of assigned housing program area;
In-depth understanding of the issues involved with the client pool served;
- Ability to establish and maintain effective, cooperative working relationships with public officials and other professionals in the residential, legal, business and human services communities;
- Ability to effectively communicate both orally and in writing including public speaking;
- Ability to negotiate, mediate and resolve conflicts;
- Ability to assess needs, develop strategies and plans, implement policies and procedures and make adjustments to changing priorities;
- Ability to evaluate bids, administer contracts and monitor contractor work;
Ability to implement programs with multiple funding sources;
- Ability to plan, organize, coordinate, assign and evaluate the work of professional and support staff in a complex, interactive work environment;
- Ability to lead or work as part of a multi-disciplinary team, with members from HCD, other human services agencies and non-profit groups;
- Ability to analyze complex issues, anticipate and resolve problems and make precedent-setting decisions;
- Ability to develop and present training sessions for staff;
- Ability to manage a variety of projects and meet deadlines;
- Ability to develop grant proposals;
- Ability to evaluate bids and monitor contractors; and
- Ability to use current computer applications.

Employment Standards

MINIMUM QUALIFICATIONS:

[Any combination of education, experience, and training equivalent to the following:](#)

(Click on the aforementioned link to learn how Fairfax County interprets equivalencies for "Any combination, experience, and training equivalent to")

Graduation from an accredited four-year college or university with a bachelor's degree in sociology, psychology, public administration or a related field; plus six years of experience in the field of human services, Choice Voucher, tax credits, real

estate, homeownership, relocation or property management, including two years of supervisory experience.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

PREFERRED QUALIFICATIONS:

- At least three years of experience working in waiting list management for federal or local housing programs;
- Experience working in a Moving to Work public housing agency (PHA);
- Strong interpersonal and communication skills;
- Experience working for a public housing agency;
- Strong experience in federal, state and local housing programs
- Demonstrated record of establishing and maintaining effective working relationships with internal and external divisions and agencies;
- Ability to communicate effectively, both orally and in writing;
- Five years of progressively responsible experience in directly supervising, managing and developing a team of professionals.
- Professional housing certificates (Public Housing Manager or Housing Choice Voucher Occupancy Public Housing Occupancy Specialist/Senior Specialist), a plus.

NECESSARY SPECIAL REQUIREMENTS:

- The appointee to the position must satisfactorily complete a criminal background check.
- This position is considered essential personnel and will be required to report to work during times designated countywide as approved for unscheduled leave regardless of the emergency situation (i.e., weather, transportation, other disaster).
- All newly hired employees are required to be fully vaccinated against COVID-19 (two weeks after the last required dose) as a condition of employment or obtain approval of a medical or religious exemption **prior to their start date**. Proof of an exemption or vaccination status will be required during the pre-employment onboarding process. New employees who obtain an exemption from the vaccine mandate for medical or sincerely held religious beliefs will still be subject to the weekly testing requirement. Vaccinated employees and employees with a medical or religious exemption will complete the attestation online on their first day of employment or shortly thereafter.

PHYSICAL REQUIREMENTS:

Job is generally sedentary in nature, visual acuity is required to read data on computer monitor, must be able to operate keyboard driven equipment. Employee may be required to do some walking, standing, bending, and able to lift and carry items under 15 pounds. All duties performed with or without reasonable accommodations.

SELECTION PROCEDURE:

Panel interview.

Fairfax County Government prohibits discrimination on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status, disability, sexual orientation, gender identity, genetics, political affiliation, or military status in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 703-222-7314. EEO/AA/TTY.