

## **RENTAL ASSISTANCE POLICY & PROGRAM COORDINATOR**

**APPLICATION DEADLINE IS THURSDAY, JANUARY 23, 2025, AT 11:59PM**

**Division:** Rental Assistance

**Reports to:** Assistant Director of Rental Assistance – Central Operations

**Location:** Nashville, TN

**Full-time/Part-time:** Full-time

**Salary Grade:** L

**Monthly Salary Range Minimum:** \$4,517

**FLSA Classification:** Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Assists in the coordination of special voucher projects and grants, oversight of tasks aimed at improving program operations and tenant outcomes, and compliance with regulatory requirements. Provides technical support to division leadership and assists in systems and process implementation related to Rental Assistance (RA) programs and statistical data. Assists with landlord cultivation and outreach.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Develops project timelines, goals and milestones ensuring that new RA program projects are implemented and complete on time. Ability to streamline processes and has strong written and verbal communication and time management skills.
- Possesses the aptitude to understand and gather complex regulatory information and statistical data to assist division leadership with technical responses to HUD.
- Coordinates the documentation, testing, benchmarking and implementation of RA operational processes and procedures as it pertains to onboarding of new programs within the RA Division.
- Conducts research on program business requirements, constructing workflow charts and process flow diagrams; does follow up work at Director's or Assistant Director's discretion with office managers and staff to ensure compatibility with program needs.
- Conducts research on rental housing programs' policies and collaborates with THDA staff; Coordinates between various departments, external partners and stakeholders to ensure efficient execution of voucher projects related to HCV and PBV.
- Manages the TNHousingSearch.org project implementation to ensure the availability of property data for program's rent reasonableness determinations and to enhance voucher utilization by enhancing the tool for voucher holders to identify unit options. Collaborates with Operations Division to establish vendor contract, manages vendor implementation of service scope requirements, conducts outreach to encourage service use by rental housing owners and managers across the entire state, and collaborates with entities within and outside THDA to promote availability and use by consumers.
- Collaborates with the Assistant Director on policy development, process improvement, and pilot programs to enhance the effectiveness of housing assistance. Works with internal and industry partners to assist the Director and Assistant Director with the development and monitoring of comprehensive marketing and outreach plans to promote landlord participation in HCV and PBV programs.
- Organizes, attends, and participates in meetings; documents and follows up on important actions and decisions from meetings.

## **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

### **Education and Experience:**

- High School diploma or GED required; Bachelor's degree and/or relevant post-high school certification preferred.
- Two years of experience in providing low-income housing assistance, or similar housing-related activities; four or more years of HCV experience preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

### **Knowledge, Skills, Abilities, and Competencies:**

- Knowledge of Department of Housing and Urban Development (HUD) Rental Assistance programs.
- Ability to read and interpret complex federal regulations and requirements.
- Ability to think creatively and work independently.
- Superior communication skills, both written and verbal, to effectively address all levels within the organization.
- Excellent presentation skills.
- Ability to build and maintain positive relationships with internal and external constituents.
- Maintains credibility through sincerity, honesty, and discretion.
- Strong organizational skills.
- Prioritizes and plans work activities effectively; uses time efficiently.
- Consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to manage complex projects while working under pressure to meet deadlines.
- Detail oriented, logical, and methodical approach to problem solving.
- Excellent problem solving, analytical skills, and decision making skills.
- Strong interpersonal skills.
- Ability to analyze processes and make recommendations.
- Advanced skills in Microsoft Excel, Word, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

### **Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Occasional in-state and out-of-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

## **EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS.**

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION.**