

## **SECTION 8 RENTAL ASSISTANCE FRAUD PREVENTION COORDINATOR**

**APPLICATION DEADLINE IS WEDNESDAY, MAY 21, 2025 AT 11:59PM**

**Division:** Section 8 Rental Assistance

**Reports to:** Assistant Director of Section 8 Rental Assistance– Central Operations

**Location:** Nashville

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

**Salary Grade:** K

**Monthly Salary Range Minimum:** \$4,017

**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:** The Fraud Prevention Coordinator is responsible for identifying and mitigating potential fraud within the housing assistance program. This role plays a critical part in ensuring compliance with federal, state, and agency policies by coordinating fraud prevention efforts, supporting investigations, analyzing data, and collaborating with internal teams to uphold program integrity. Additional responsibilities include reviewing and preparing the proposed termination of rental assistance for program participants, and working on repayments, Enterprise Income Verification (EIV) reports, as well as the Income Verification Tool (IVT).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

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

- Maintain and monitor program participant files and records in compliance with established policies and procedures
- Review and process proposed terminations of rental assistance.
- Using the U.S. Department of Housing and Urban Development (HUD) EIV System analyze information to identify discrepancies and to resolve and recapture HAP revenue
- Research Housing Choice Voucher (HCV) Program fraud claims and respond to inbound fraud related calls from representatives when calls escalate.
- Identify fraudulent activity for determining repayment agreement balances
- Facilitate escalation of fraud claims to management team and offer recommendations to clear debts owed reports and protect against future fraud
- Serves as a Subject Matter Expert to office staff.
- Attends meetings and training as required.
- Utilize various tools, such as EIV and new hire reports to analyze and cross-check data for inconsistencies or fraudulent activity
- Prepare detailed reports on findings, documents investigative steps, and provide recommendations for actions, including repayment of overpaid funds. Ensure all activities are well-documented in case of audits or legal proceedings.
- Assist in creating and updating fraud prevention policies and procedures to ensure compliance with HUD regulations and other relevant standards.
- Provide ongoing training to staff on fraud prevention techniques, warning signs of fraud, and reporting procedures. Foster awareness of the importance of accurate reporting and maintaining integrity in housing programs.
- Oversee the repayment process for individuals found to have committed fraud, ensuring that agreements are in place.
- Communication with participants or tenants regarding potential fraud, resolving disputes or clarifying discrepancies, and ensuring that due process is followed.
- Provide backup support to field office staff for the Housing Choice Voucher (HCV) Program in accordance with the U.S. Department of Housing and Urban Development (HUD) and THDA.

## **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; relevant post high school certification preferred.
- Bachelor's degree preferred.
- At least one year of experience in the administration of the federal HCV Program.

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:**

- Ability to handle private, personal information in a confidential manner in compliance with the Privacy Act of 1974 (5 U.S.C. 552a, as amended).
- Excellent training skills.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Maintains credibility through sincerity, honesty, and discretion.
- Treats people with dignity, respect, and compassion.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively.
- Consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, 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 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.

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