

Position Opening

Housing Choice Voucher (HCV) Case Manager

Murfreesboro Housing Authority is seeking a qualified and motivated **Housing Choice Voucher Case Manager** to join our team. This position plays a critical role in administering the Housing Choice Voucher Program by ensuring program compliance, maintaining participant files, and supporting housing stability for program participants.

The HCV Case Manager is responsible for managing an assigned caseload and coordinating all activities related to eligibility, recertifications, subsidy calculations, and landlord and participant communications.

Essential Functions

- Conduct annual reexaminations and process interim redeterminations for assigned HCV caseloads
- Interview program participants to determine eligibility and assess ongoing service needs
- Verify income, assets, and expenses; analyze documentation and enter data into the housing management system
- Calculate housing assistance payments and tenant rent portions in accordance with HUD regulations
- Prepare and process Housing Assistance Payment (HAP) contracts
- Issue required correspondence to participants and property owners
- Assist with rent reasonableness determinations, utility allowance data, and market research
- Address and assist with landlord and participant inquiries and disputes
- Identify and calculate overpayments; prepare documentation for repayment agreements
- Maintain accurate, complete, and compliant program files

Required Knowledge, Skills, and Abilities

- Thorough knowledge of Housing Choice Voucher (HCV) and HUD rules and regulations
- Knowledge of landlord and tenant rights and responsibilities
- Strong interviewing, documentation, and case management skills
- Ability to perform detailed mathematical calculations related to subsidy determinations
- Strong communication skills with the ability to work effectively with diverse populations
- Ability to handle sensitive situations with tact, professionalism, and firmness when necessary
- Knowledge of community resources and agencies that support housing stability
- Proficiency in Microsoft Word, Excel, Outlook, and PowerPoint; ability to learn additional software as required

Minimum Qualifications

- Minimum of **two (2) years of experience** working in the Housing Choice Voucher Program
- Experience providing case management services to a diverse population
- An equivalent combination of education and experience may be considered

Equipment Used

Computer, 10-key adding machine, and standard office equipment

The Murfreesboro Housing Authority is an Equal Opportunity Employer.