



NEW CASTLE COUNTY GOVERNMENT
invites applications for the position of:

**ASSISTANT COMMUNITY SERVICES
ADMINISTRATOR (SELECTIVE CERTIFICATION-
HOUSING CHOICE VOUCHER PROGRAM)**

SALARY: \$50,528.00 - \$78,387.00 Annually

OPENING DATE: 12/05/19

CLOSING DATE: 12/20/19 11:59 PM

IMPORTANT INFORMATION:

In accordance with the Merit System Rules and Regulations, an eligible list, which will be valid for a one-year period and which will be used to fill vacancies during that period, is being established for this classification. Applicants on the eligible list will be certified in accordance with the Merit System and appropriate union contracts.

Candidates may submit online employment applications using the NEOGOV online application system available at <https://www.governmentjobs.com/careers/nccde>.

EXAMINATION PROCESS: The examination process for this posting may include an evaluation of training and experience, a written examination, a computerized exam, an oral board interview examination, a performance examination or any combination of the above in order to qualify applicants for placement on the eligible list. The eligible list will be used to fill vacancies that occur within the next year. The appropriate number of names on the eligible list as prescribed by Merit System Section 26.03.505 will be certified to the hiring department for consideration to fill the vacant position(s).

New employees are generally hired at the starting salary and may be eligible for merit increases each year upon receipt of a satisfactory performance evaluation, up to the maximum salary.

New Castle County is an Equal Opportunity Employer

JOB DESCRIPTION:

GENERAL STATEMENT OF DUTIES: Performs responsible managerial, supervisory, administrative, and technical work to assist in the administration of; **the New Castle County Housing Choice Voucher Program**; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of managerial, administrative, supervisory, and technical work required to coordinate the activities of the Community Services Department. **Under general supervision, an incumbent in this class is responsible for the overall administration of the Housing Choice Voucher Program for New Castle County. Duties include working with staff on the preparation of the budget and supportive financial and program reports, tenant selection and eligibility, program outreach activities and program monitoring to assure compliance with the U.S. Department of Housing and Urban Development (HUD) regulations. Responsible for supervision of Housing Program Assistant(s) and Inspection staff.** Additional responsibilities include; performing administrative, analytical and budget work; coordinating and implementing programs and services; coordinating customer service activities for the department; overseeing case management activities; and overseeing miscellaneous personnel activities. This employee exercises judgment and works with considerable independence in interpreting and applying laws, regulations, policies, and procedures to ensure the highest quality of service in all areas to the citizens of New Castle County. This is a confidential position and often deals with sensitive matters. Depending upon the needs of the department, this employee may be required to work extended hours such as early mornings, nights and weekends. Work is performed under general supervision.

EXAMPLES OF WORK: (Illustrative Only)

- **Plans, organizes and supervises the execution of the County's Housing Choice Voucher Program with the goal of fostering constructive relationships with property owners and housing authority applicants and tenants.**

- **Interprets federal, state and local laws, local codes, ordinances and regulations relating to the implementation of the Housing Choice Voucher Program.**
- **Supervises inspection staff who conduct the initial and annual inspection of Housing Choice Voucher Program units to determine whether the units meet the Housing Quality Standards (HQS) established by the U.S. Department of Housing and Urban Development (HUD).**
- **Supervises assigned staff, assigning, reviewing and evaluating work; ensuring training and professional development and reviews work load to ensure adequate coverage.**
- **Provides individual support and assistance to Housing Choice Voucher Program Housing Program Assistants and Inspection Staff. This includes, but is not limited to, helping solve problems, answering questions, offering suggestions or solutions to problems and assisting in difficult situations between the client and landlord.**
- **Maintains pertinent data and statistics and directs the preparation of statistical reports for submission to HUD.**
- **Handles difficult landlord cases and conducts counseling sessions with households who may be recommended for termination assistance.**
- **Encourages continued participation of property owners in the Housing programs and attempts to resolve owner-generated problems.**
- **Administers relevant Housing Choice Voucher Program assistance programs including but not limited to the Family Self Sufficiency Program and the Housing Choice Voucher Homeownership Program.**
- **Assure quality program delivery by supervising Housing Choice Voucher Program staff, including correspondence and responding to telephone calls in a timely, proficient manner, working with fiscal on collections and providing information as needed.**
- Promotes an ongoing attitude of dedication to excellent public service to ensure that internal and external customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge **of the HUD Housing Choice Voucher Program as well as knowledge of federal, state and county housing regulations including owner and tenant eligibility requirements; general knowledge of supervisory principles and practices including budget and goals and objectives development and work planning and organization;** ability to use a variety of current software applications; ability to establish and maintain effective working relationships with outside agencies, legal representatives, professionals, the general public, and other employees; ability to communicate courteously and effectively, both verbally and in writing; ability to make sound decisions in accordance with laws, ordinances, policies, and procedures; ability to conduct research and to prepare related reports; willingness and ability to perform a variety of assigned tasks to ensure that internal and external customers are provided with the highest quality of service.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in work related to the **Housing Choice Voucher Program to include at least one-year supervisory experience and program monitoring; Nan McKay, NAHRO or equivalent certifications in the Housing Choice Voucher Program field; demonstrated ability to work well with elderly and low-income persons and people with disabilities; demonstrated knowledge of HUD regulations as they relate to housing programs for low-income or elderly person and people with disabilities. Demonstrated knowledge and ability regarding computer skills, including Housing Choice Voucher Program software programs;** and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and background check.

CONTACT INFORMATION:

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APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/nccde>

87 Reads Way
 New Castle, DE 19720
 (302) 395-5180

Position #0326HOUSING
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 CERTIFICATION- HOUSING CHOICE VOUCHER PROGRAM)
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