



25 High Street
Caribou, ME 04736
Telephone: (207) 493-4234
Fax (207) 376-0178
www.caribouhousing.org



HCV Program Specialist

Caribou Housing Authority is currently seeking a talented, detail-oriented, and conscientious candidate to fill the role of HCV Program Specialist.

JOB SUMMARY: The HCV Program Specialist is a versatile professional who serves as the primary steward of the Housing Choice Voucher (HCV) program. This "all-in-one" role manages the full lifecycle of housing assistance—from initial financial screening of applicants to physical safety inspections of their homes.

As a blend of high-level case manager and technical field inspector, you will function as a key liaison between the agency, program participants, and local property owners. Your mission is to ensure that every assisted unit is safe, every financial calculation is precise, and every participant is supported in accordance with federal standards and the Fair Housing Act.

EXAMPLES OF TYPICAL JOB FUNCTIONS: The following represents the position's primary essential and secondary duties; however, they are not intended to be all-inclusive. Caribou Housing Authority reserves the right to change, reassign, or combine job duties at any time.

Occupancy & Caseload Management:

- **Eligibility & Recertification:** Process new admissions, annual/interim recertifications, and portables. Verify income, assets, and eligibility requirements.
- **Financial Accuracy:** Perform complex income verifications (income, assets, medical expenses) and rent calculations to ensure accurate Housing Assistance Payments (HAP).
- **Regulatory Compliance:** Utilize HUD-approved systems (EIV) to maintain program integrity, address data discrepancies, and coordinate repayment agreements or termination recommendations.
- **Supportive Services:** Review requests for reasonable accommodation, hardship policies, and program transfers.

Property Inspections & Market Analysis:

- **NSPIRE Inspections:** Perform on-site HQS inspections (Initial, Annual, and Special) to ensure units meet HUD's health, safety, and functional criteria.
- **Enforcement & Abatement:** Identify safety violations, notify owners/residents in writing; perform re-inspections and recommend HAP abatement or termination for non-compliance.
- **Rent Reasonableness:** Conduct comparability analyses to ensure requested contract rents are fair and aligned with the local unassisted market.

Community & Landlord Relations:

- **Contract Management:** Prepare and execute HAP Contracts between participants, landlords, and the Housing Authority.
- **Landlord Recruitment:** Actively promote the program to local property owners to increase the availability of quality housing stock in the Caribou area.

- **Dispute Resolution:** Mediate difficult or emotional situations between tenants and owners with professional diplomacy. Represent the agency at informal reviews or hearings.

Administrative Operations.

- **First-Point-Of-Contact:** Serve as the primary front-line representative for the CHA, managing high-volume public inquiries and walk-in clients with interpersonal finesse and expert program knowledge.
- **Data & Reporting:** Ensure all data is entered accurately into housing software and prepare monthly performance reports for the Housing Director.
- **Quality Control:** Assist with quality control samples to ensure program excellence and HUD reporting compliance.

REQUIRED QUALIFICATIONS:

- High School Diploma or GED, and
- Minimal experience in administrative support work with some customer service experience, or
- An equivalent combination of experience and education that provides the necessary knowledge, skills, and abilities to perform the essential functions of this position.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- **Compliance & Certifications:** Mastery of HUD regulations and housing laws; must obtain HCV Occupancy Specialist and NSPIRE certifications within 12 months.
- **Financial Accuracy:** Ability to perform complex mathematical and financial calculations for subsidy and rent determinations.
- **Operational Excellence:** Strong ability to multi-task, meet strict deadlines, and master specialized housing software (MS Office proficiency required).
- **Communication & Diplomacy:** Skilled at explaining complex rules to a diverse audience via phone, email, and in-person meetings.
- **Integrity & Teamwork:** Committed to strict confidentiality, ethical data handling, and collaborative, team-based problem solving.

Position will be open until filled.

Submit Cover Letter, Resume & City of Caribou job application to:

Caribou Housing Authority
Attn: Carl Grant, HR
25 High Street
Caribou, ME 04736

The Caribou Housing Authority is an Equal Opportunity Employer.