



Position Title:	Voucher Programs Specialist Reviewer (Certified) (VPR)
Last Reviewed:	November 2024
Department:	Rental Housing Programs
Position Status:	Full-Time
FLSA Classification:	Non-Exempt
Reports to:	Occupancy & Voucher Programs Compliance Manager

Position Statement

The Voucher Programs Specialist Reviewer (VPR) interacts directly with the Occupancy Specialists to ensure all new resident and current resident files meet compliance regulations of the housing funding sources across the Hearthway, Inc. property portfolio. The VPR is responsible for evaluating files for accuracy and compliance with policies and procedures. The VPR is responsible for tracking and ensuring the timely and accurate completion of all interim recertifications & annual recertifications. Additionally, this role is responsible for reviewing and/or auditing all prospective move in files to ensure suitability and eligibility compliance requirements are met. Hearthway, Inc. develops and uses strict policies and procedures that the VPR will be required to utilize to maintain a minimum error rate and zero material findings rate for all prospective move in's and current resident files. At Hearthway, Inc., our work is driven by our mission, our core values and our culture of diversity and inclusion.

Essential Responsibilities

Reviewer/ Audit Functions

- Audit all interim and annual recertifications and submit corrections to the Occupancy Specialists for completion
- Verifies appropriate file documentation are included for all files/certifications.
- Audit all prospective resident move in files and submit corrections to the Occupancy Specialists for completion
- Track corrections to audit to final “clean” audit and sign off on file compliance
- Compiles audit results & captures file review results using policies and procedures to provide data to management regarding rates of error.
- Monitor and track the timely completion of all annual recertifications
- Monitor, prepare and submit reports as requested
- Perform and have complete knowledge of all required calculations regarding income and assets and tenant rent and HAP amounts
- Maintain data integrity and ensure compliance with company procedures and specifications
- Follow written procedures
- Knowledge of the property specific Tenant Selection Plans

1 Fenn Street., 3rd Floor, P.O. Box 1180, Pittsfield, Massachusetts 01201 Tel 413.499.1630 Fax 413.496.9831 www.hearthway.org

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Hearthway, Inc. does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.





- Knowledge of the property & unit specific eligibility requirements
- Monitor and sustain property/building compliance at all times

Other

- Gain a complete understanding of computer software programs used & various programs.
- Ensure all Hearthway, Inc. programs/projects are complaint with all funding sources by maintaining compliance data.

Required Skills or Abilities

- Working knowledge of Microsoft Word, Excel, and basic internet skills
- Excellent verbal and written communication skills
- Occupancy Specialist Certification must be obtained within one (1) year of employment.
- Thorough knowledge of record maintenance
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to individuals of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations, and policies
- Knowledge of basic math principles sufficient to perform calculations for determining eligibility, determining rent, and resolving discrepancies
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement-free environment.

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Work is performed in an office environment and requires the ability to operate standard office equipment (phone, fax machine, copy machine, postage machine, etc.)
- Must have the ability to walk short distances

Education and Experience

- High school/vocational diploma, GED equivalent
- Associate's degree preferred
- Prior human service experience preferred but not required.

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Hearthway, Inc. Commitment to Equity

Diversity and a culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Hearthway, Inc. is an at-will employer.

(Name)

(Date)

(Signature)

