Open Date:

Close Date:

Metropolitan Development and Housing Agency (MDHA)

[On-site] Nashville, TN

HCV Portability Coordinator

Coordinate housing assistance across jurisdictions. Support families. Keep portability moving.

Position Snapshot

Location: Nashville, Tennessee
Employment Type: Full-Time Regular
Department: Rental Assistance
Salary Range: $61,544-$67,078

Why MDHA?

At MDHA, our work is about more than housing. It's about people, neighborhoods and the city we call home.

Today, MDHA houses approximately 30,000 Nashvillians, primarily through more than 8,000 Section 8 vouchers and nearly 7,000 apartments at more than 40 properties.

But MDHA is more than a housing authority for Nashville and Davidson County. We also administer federally funded community development programs on behalf of the city and serve as the redevelopment arm of Nashville.

When you join MDHA, you become part of a team of nearly 300 dedicated employees whose work has a direct impact on the people we serve, the neighborhoods and communities we support, and the growth and development of Nashville.

Position Details

Coordinate incoming and outgoing portability activities for the Housing Choice Voucher Program while ensuring accurate, timely and compliant transfers of voucher assistance between Public Housing Agencies.

About the Role

MDHA is seeking a detail-oriented and knowledgeable **HCV Portability Coordinator** to administer and oversee portability activities for the Housing Choice Voucher Program.

This role is responsible for coordinating the transfer of voucher assistance between Public Housing Agencies (PHAs) and ensuring portability cases are processed accurately and in accordance with federal regulations established by the U.S. Department of Housing and Urban Development (HUD) and MDHA policies.

The HCV Portability Coordinator serves as a primary point of contact for portability matters, working closely with other PHAs, MDHA staff and program participants to facilitate timely processing, accurate documentation, appropriate billing and effective communication throughout the portability process.

This position requires strong organization, attention to detail, customer service skills and the ability to manage multiple cases and deadlines while maintaining compliance with HUD requirements.

What You'll Bring

Minimum Qualifications

- Experience working with the Housing Choice Voucher Program, rental assistance, affordable housing or a related housing program.
- Knowledge of Housing Choice Voucher portability processes and applicable HUD requirements.
- Knowledge of federal regulations, agency policies and procedures related to Housing Choice Voucher administration.
- Strong organizational skills and the ability to manage multiple cases, deadlines and priorities.
- Strong written and verbal communication skills, with the ability to communicate effectively with PHAs, program participants and internal staff.
- Strong attention to detail and the ability to review documents and identify discrepancies or missing information.
- Ability to maintain accurate, complete and audit-ready records.
- Ability to work independently, exercise sound judgment and follow established policies and procedures.
- Strong customer service skills and the ability to explain program requirements, procedures and timelines clearly to participants.

Preferred Experience

- Experience processing incoming and outgoing portability cases.

- Experience working directly with other Public Housing Agencies regarding portability matters.
- Experience with HUD forms and documentation related to portability, including the HUD-52665 Family Portability Information Form.
- Experience with portability billing, reimbursements or financial reconciliation between PHAs.
- Experience supporting HUD, program or internal audits and quality control reviews.
- Experience working with Housing Choice Voucher Program participants and addressing relocation-related questions or concerns.

What You'll Do

Manage Portability Cases

- Process incoming and outgoing portability requests in accordance with HUD regulations and MDHA policies.
- Coordinate the transfer of voucher assistance between MDHA and other Public Housing Agencies.
- Issue vouchers to eligible participants relocating to other jurisdictions.
- Receive and absorb incoming portability families or bill the initial PHA, as applicable.
- Track portability cases, deadlines, voucher expirations and extensions to ensure timely processing.
- Monitor cases from initial request through completion and maintain appropriate follow-up.

Coordinate With Other Public Housing Agencies

- Serve as a primary point of contact for other PHAs regarding portability cases.
- Communicate with initial and receiving PHAs to obtain required documentation and provide case status updates.
- Coordinate billing arrangements and other portability requirements between agencies.
- Research and resolve discrepancies, incomplete information and processing delays.
- Maintain professional working relationships with PHA staff and other external partners.

Ensure Compliance and Maintain Documentation

- Ensure portability activities are processed in accordance with HUD regulations and MDHA's Administrative Plan.
- Prepare, review and process required portability documentation, including the HUD-52665 Family Portability Information Form.
- Review case documentation for accuracy, completeness and compliance.
- Maintain accurate, organized and audit-ready portability files.
- Provide documentation and information needed for internal and external audits, reviews and quality control activities.
- Identify and address compliance or documentation issues in a timely manner.

Manage Billing and Financial Tracking

- Coordinate portability billing and reimbursement processes between PHAs.
- Track portability-related payments and billing activity.
- Review financial information for accuracy and completeness.
- Coordinate with finance staff to research and reconcile billing or payment discrepancies.
- Maintain appropriate records related to portability billing and reimbursements.

Support Participants and Provide Customer Service

- Explain portability procedures, requirements, timelines and participant responsibilities.
- Assist Housing Choice Voucher participants with questions related to relocating to another jurisdiction.
- Provide clear guidance regarding the portability process and required documentation.
- Coordinate briefings or other participant assistance as needed.
- Address participant concerns related to portability, transfers and leasing in new jurisdictions.
- Maintain a professional, respectful and service-focused approach when working with participants.

What Success Looks Like

In your first six to 12 months, you will help MDHA:

- Process portability cases accurately and within established timelines.
- Maintain complete and organized portability records.
- Strengthen communication and coordination with other PHAs.
- Reduce delays and discrepancies in portability processing.
- Support accurate portability billing and reimbursement activity.
- Provide clear and responsive customer service to Housing Choice Voucher participants.
- Maintain compliance with HUD requirements and MDHA policies.

Skills and Capabilities

We're looking for someone who can:

- Manage multiple portability cases, deadlines and priorities simultaneously.
- Communicate clearly and professionally with participants, PHA staff and internal departments.
- Analyze case information and identify discrepancies or missing documentation.
- Interpret and apply established policies, procedures and HUD requirements.
- Maintain accurate records and documentation.
- Exercise sound judgment and discretion when handling participant and program information.
- Work independently while collaborating effectively with internal and external partners.
- Provide responsive and professional customer service.
- Remain organized and detail-oriented in a deadline-driven environment.

Work Environment

This position operates in a professional office environment and requires regular interaction with employees, Housing Choice Voucher participants, other Public Housing Agencies and external partners.

The position requires the ability to manage multiple priorities, maintain accurate records and communicate effectively with individuals from a variety of backgrounds.

Join MDHA

If you're an organized, detail-oriented housing professional who enjoys helping families navigate the Housing Choice Voucher Program and coordinating complex processes across agencies, apply today.

Know someone who would be a great fit? Please share this opportunity with them.

THE METROPOLITAN DEVELOPMENT AND HOUSING AGENCY IS AN EQUAL OPPORTUNITY EMPLOYER AND HIRES REGARDLESS OF RACE, COLOR, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, AGE, RELIGION, AND DISABILITY, GENETIC INFORMATION OR ANY OTHER LEGALLY PROTECTED STATUS.
Upon reviewing all applications submitted for job openings, the Human Resources Office will notify those applicants who are selected for personal interviews. Applicants selected for a position must successfully pass a pre-hire physical examination and drug screen in order to be hired. MDHA is certified by the State of Tennessee as a Drug-Free Workplace

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Contact: 252-8550