Open Date:

Close Date:

Metropolitan Development and Housing Agency (MDHA)

[On-site] Nashville, TN

HCV Special Programs Specialist

Support Veterans through housing assistance, program coordination and housing stability.

Position Snapshot

Location: Nashville, Tennessee

Employment Type: Full-Time Non-Exempt

Department: Rental Assistance

Reports To: RA Special Project Manager

Salary Range: $54,621- 59,192

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

Administer the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program within MDHA's Housing Choice Voucher Program by providing rental assistance, eligibility support, program administration and coordination with Veterans Affairs case managers to help eligible Veterans secure and maintain housing.

About the Role

MDHA is seeking an **HCV Special Programs Specialist** to administer the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program within MDHA's Housing Choice Voucher Program.

Under the direction of the RA Special Project Manager, this role provides rental assistance and program support for eligible homeless and at-risk Veterans referred by the U.S. Department of Veterans Affairs (VA).

The HCV Special Programs Specialist works closely with VA Medical Center (VAMC) case managers to determine eligibility, process referrals, issue and administer vouchers, and support Veteran households through lease-up, ongoing tenancy and program compliance.

This position is responsible for maintaining accurate participant records, processing annual and interim program activities, reviewing income and eligibility documentation, monitoring voucher utilization and lease-up timelines, preparing files for audits, and ensuring program activities are completed in accordance with HUD regulations, HUD-VASH program requirements and MDHA's Administrative Plan.

What You'll Bring

Minimum Qualifications

- Bachelor's degree in Social Work, Public Administration or a related field, plus three years of increasingly responsible experience in affordable housing, property management or a related field.
- An associate degree, industry certifications and relevant experience may be considered in lieu of a bachelor's degree. Five or more years of industry experience may be considered in lieu of a degree.
- Familiarity with affordable housing, Housing Choice Voucher and HUD requirements, including HUD-VASH program guidelines and their connection to the HCV Program.
- Understanding of landlord and tenant rights, rental and homeownership principles, and applicable subsidized housing guidelines and federal, state and local landlord-tenant laws.

- Working knowledge of general accounting practices and accurate mathematical calculations.
- Capacity to interpret and apply policies, procedures and regulatory requirements.
- Strong analytical and problem-solving capabilities, including recognizing patterns, identifying root causes and developing practical solutions.
- Strong organizational skills and attention to detail, with consistent follow-through in a high-volume, deadline-driven environment.
- Effective written and verbal communication skills, including the preparation of reports and other written materials.
- Ability to establish collaborative, professional relationships with staff at all levels, VA Medical Center case managers and community and homeless-services partners.
- Demonstrated sensitivity when working with vulnerable populations, including Veterans experiencing trauma, mental health challenges or substance use recovery.
- Proficiency with Microsoft Office, including Word, Excel and PowerPoint.
- Familiarity with Yardi.
- Valid Tennessee driver's license.
- Must obtain program certification within 12 months of hire.

Preferred Experience

- Experience working with Housing Choice Voucher or other assisted housing programs.
- Background in HUD-VASH, supportive housing or other housing assistance programs.
- Experience providing services to Veterans, homeless populations or other vulnerable populations.
- Experience collaborating with VA Medical Center case managers, community organizations or homeless-services providers.
- Experience using Yardi or other housing management software.

What You'll Do

Manage HUD-VASH Referrals and Participant Eligibility

- Process HUD-VASH referrals from the VA, including intake, briefings and eligibility determination in coordination with VA staff.
- Review participant documents and third-party income verifications in accordance with local regulations and HUD requirements.
- Coordinate annual recertifications, interim changes and moves, including obtaining current third-party verification of participant information.
- Monitor annual and interim files for required documentation and notify the appropriate parties when participant or landlord documentation is missing.
- Review HUD-VASH files for potential program violations and termination and refer matters to Program Integrity as appropriate.

Administer Rental Assistance and Housing Payments

- Calculate total tenant payment, tenant rents, housing assistance payments and utility allowance payments accurately and in a timely manner in accordance with Housing Authority and HUD requirements.
- Prepare and process HAP contract amendments in Yardi and distribute copies to landlords and participants by first-class mail or email.
- Assist with the collection of data related to rent reasonableness, utility costs and general market information, as well as owner-family disputes.
- Monitor and track HUD-VASH voucher utilization rates and lease-up timelines.

Monitor Program Compliance and Participant Status

- Analyze Enterprise Income Verification (EIV) reports and compare EIV information with participant-provided documentation to identify reporting discrepancies; address or escalate discrepancies as required.
- Identify HUD-VASH participants who are at risk of termination and work with VA staff to provide appropriate support before negative action is taken.
- Monitor and track zero-income participants every six months.
- Maintain accurate participant and program records and ensure files remain complete and organized.
- Maintain an electronic filing system using standardized file checklists and scan required documents into Yardi.

Maintain Records and Support Reporting

- Perform data entry in Yardi and generate HUD-50058 forms for submission to HUD through the PIC system.
- Prepare files for third-party and HUD audits.
- Prepare correspondence, technical reports and status reports to inform management of the progress of assigned activities.
- Maintain accurate records and documentation in accordance with program requirements.

Collaborate With VA and Community Partners

- Establish and maintain professional working relationships with VA Medical Center case managers and other community and homeless-services partners.
- Coordinate with VA staff regarding participant eligibility, housing stability, potential termination issues and other program matters.
- Support Veteran households through lease-up, ongoing tenancy and program compliance.

Perform Other Assigned Duties

- Perform other related duties as assigned.

Knowledge, Skills and Abilities

Professional and Behavioral Skills

- Applies quality assurance principles, basic audit techniques and performance measurement concepts to assigned program activities.
- Interprets and applies policies, procedures and regulatory requirements with sound judgment and attention to detail.
- Demonstrates strong analytical, problem-solving and critical-thinking skills, including the ability to identify patterns, determine root causes and develop practical solutions.
- Manages multiple priorities, organizes workload effectively and follows assignments through to completion in a high-volume, deadline-driven environment.
- Prepares clear reports, correspondence and other written materials and communicates effectively with applicants, participants, landlords, lenders, housing providers and members of the public.
- Builds productive working relationships with employees at all levels, VA Medical Center case managers, community organizations and homeless-services partners.
- Demonstrates professionalism, patience and sensitivity when serving vulnerable populations, including Veterans experiencing trauma, mental health challenges or substance use recovery.
- Supports a culture of accountability, continuous improvement and effective service delivery.

Program and Technical Skills

- Understanding of affordable housing requirements, HUD regulations and Housing Choice Voucher program administration, including the relationship between HUD-VASH and the HCV Program.
- Familiarity with landlord and tenant rights, rental and homeownership principles, and subsidized housing program guidelines.
- Interprets participant and third-party documentation to support eligibility, income verification, annual recertification and interim program activities.
- Reviews Enterprise Income Verification (EIV) information and identifies discrepancies requiring follow-up or escalation.
- Applies mathematical principles to calculate tenant payments, rents, housing assistance payments and utility allowances accurately.
- Communicates effectively with applicants, participants, landlords, lenders, housing providers and other members of the public.

- Uses Microsoft Office applications, including Word, Excel and PowerPoint, and is familiar with Yardi.

Financial Skills

- Applies basic accounting principles and performs mathematical calculations accurately in support of housing assistance activities.

Physical Requirements

Ability to perform work with or without accommodation that requires sitting, standing and walking; dexterity of hands; clarity of vision, speech and hearing; powers of observation; and other physical duties as required.

Join MDHA

If you're a detail-oriented housing professional who enjoys supporting Veterans, administering housing assistance programs and coordinating with partners to promote housing stability, 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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To request reasonable accommodation or assistance with language interpretation
Contact: 252-8550