Queen of Peace Center
Housing Compliance Officer
(Shelter Plus Care Program)

As a member of the Federation of Catholic Charities of St. Louis, the mission of Queen of Peace Center is to break the cycle of substance use disorders for women, children and families through family-centered behavioral healthcare. As demonstrated by the life of Jesus Christ, Queen of Peace Center works to build a future of peace for families.

General Description:

The position of Housing Compliance Officer provides strong administrative support to the Shelter Plus Care Program and ensures complete compliance with grant directives and program guidelines. The successful applicant will have proven ability to use and navigate comfortably through new technology. Computer literacy is expected as this position requires daily use of multiple databases. The candidate will have strong history prioritizing and handling a consistently high volume of tasks. Prior experience in social services field, specifically working with low-income, substance use and disabled individuals is highly desirable. Requires high level of accountability.

Responsibilities:

- Conduct orientation for new clients entering into tenant-based housing program
- Use PHA Web software to schedule inspections and maintain inspection calendar
- Process all sponsor and tenant-based re-certifications, move-ins and inspections using PHA Web and other available software
- Request, schedule and track maintenance requests using PHA-Web Software
- Write requests to tenants in regards to incomplete documentation, non-compliance, etc.
- Produce monthly PHA Web maintenance and inspection reports as well as DMH reports from ServicePoint HMIS
- Work in collaboration with Grants and Quality Assurance departments to develop and implement quality assurance protocols and processes
- Enter accurate and timely data into ServicePoint HMIS and other databases on a daily basis
- Respond promptly to client, landlord, and partnering agency telephone/email inquiries and requests
- Maintain confidentiality regarding administrative and client information in a professional manner
- Observe procedures and make appropriate suggestions and recommendations for improving techniques, policies and procedures
- Work with members of the clinical team to assure successful communication and coordination of client services to ensure those services are delivered in a timely manner
- Prepare and send annual re-certification paperwork to tenants and landlords
- Schedule and assist in preparation for informal hearings
- Create and maintain updated and accurate hard copy files
- Address tenant concerns and request in timely manner to ensure tenants satisfaction with their housing choice

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- Ensure lease enforcement and compliance in program
- Perform move-in and move-out inspections, prepare reports and tenant charges if applicable
- Coordinate with other homeless service agencies including the Saint Louis Continuum of Care and the Department of Mental Health

Qualification, Skills and Knowledge:

Qualifications
1. Sincere dedication to the mission of Queen of Peace Center
2. Bachelor's degree in business management strongly preferred
3. Minimum of 3 to 5 years of experience in grant compliance, subsidized housing or other related field
4. Familiarity with federal housing programs and documentation requirements

Skills, Knowledge and Competencies
1. Highly skilled, knowledgeable and efficient in using technology
2. Advanced computer skills specifically in ServicePoint (HMIS), PHA Web, Excel, and Outlook
3. Knowledge of HUD policies and procedures for Permanent Supportive Housing Programs
4. Experience working in crisis setting with individuals and families
5. Highly skilled in developing interpersonal relationships in a highly professional manner
6. Experience in working effectively and respectfully with people from many different backgrounds
7. Creative and proactive problem solver
8. Superb oral and written communication skills

Interested candidates should submit cover letter and resume to Rosie Seiler, rseiler@ccstl.org.

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