

**RIHousing – Senior Program Rep RIHousing Rental Assistant**  
**Salary Range - \$60,829.40-\$88,023.72**

RIHousing is committed to creating a diverse environment and is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

**What it's all about:**

This position is accountable for the cost-effective administration of all aspects of the Rhode Island Continuum of Care (“RiCoC”) Rental Assistance Program in accordance with appropriate federal (HUD) and state regulations. The incumbent resolves complex sub-recipient and landlord/tenant issues, administers specialized programs, and monitors daily program operations. Responsible for sub-recipient and staff training in accordance with appropriate federal (HUD) and state regulations and internal policies/procedures.

**What you'll do on a daily basis:**

This position reports to the RiCoC Program Manager. The incumbent is well versed in all aspects of the COC Program and RIhousing Rental Assistance Program, ensures compliance with program rules and regulations, keeps current on changes in federal/state regulations, and communicates said changes to the team.

The incumbent assists the RiCoC Program Manager in establishing and maintaining performance standards and developing and implementing training programs for sub-recipients.

The incumbent performs a variety of administrative, accounting, data entry, documentation, training, and research functions on a daily basis, as follows:

Processes annual and interim tenant reexaminations, as well as tenant moves, to determine continued eligibility and subsidy level. The incumbent performs file documentation review and follow-up; processes third-party verification forms; calculates and approves housing assistance payments and tenant rental amounts; prepares appropriate documentation/correspondence and enters data into the system.

Conducts briefing sessions and/or individual interviews with applicants and new clients to discuss eligibility requirements and to explain program guidelines, as required. The incumbent also assists in resolving landlord/tenant concerns by properly interpreting program regulations, internal policies, and/or legal documentation as necessary.

The incumbent also assists the RiCoC Program Manager in drafting, editing, and revising procedures manuals and program documentation, compiling various statistical reports, or performing special projects as assigned. Finally, assists the RiCoC Program Manager in completing quality control evaluations of the program.

The incumbent is cross-trained on all aspects of the RiCoC Program and may compile special reports or perform special projects as directed.

**What you'll bring to the team:**

- Perform required functions to ensure effective daily operation of the RIHousing Rental Assistance program in accordance with appropriate regulations and policies.
- Process all required documentation and perform data entry and research functions, as required to ensure cost-effective program administration in accordance with appropriate federal (HUD) and state regulations.
- Communicate program guidelines and eligibility requirements to applicants/clients through effective briefing/interview sessions and respond to general inquiries promptly and professionally.
- Assist in resolving landlord/tenant concerns through proper interpretation of program regulations, internal policies, and/or legal documentation in a tactful and diplomatic manner as required.
- Determine reasonable rents and negotiate and approve contract rents and rental subsidies in accordance with federal guidelines.
- Review and approve rental leases and subsidy contracts accurately and timely to ensure compliance with federal, state, and Rhode Island Housing guidelines/policies.

- Mediate landlord/tenant problems promptly and professionally through appropriate technical assistance as required.

**What you'll need to succeed:**

- Related housing management experience preferred, including but not limited to ESG, COC, and CHF Permanent Housing Programs.
- Strong working knowledge of applicable HUD regulations, including but not limited to the HEARTH Act (ESG/COC) and/or Housing Choice Voucher Program.
- Strong verbal and written communications skills, along with strong analytical, problem-solving, organizational, negotiations, and computer skills.
- Good verbal and written communications skills, along with good organizational, negotiations, and computer skills.
- Bilingual ability preferred (particularly Spanish)
- Use of personal vehicle for occasional travel to meetings and trainings, valid driver's license and proof of insurance is required.

**Rhode Island Housing is an EEO/AA employer committed to a diverse workforce.**

**Not sure you meet all qualifications? Let us decide!**

**Why RIHousing:**

- Mission Driven Organization
- Dedicated Workforce
- Competitive salary
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of "Best Places to Work" 2016, 2018, 2019, 2021, 2022, 2023
- PBN's Worksite Health Award 2013-2023

**RIHousing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable, and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners and fellow employees.

Please forward resume to: [wwerts@rihousing.com](mailto:wwerts@rihousing.com)