



20 South Charles Street, Suite 801
Baltimore, Maryland 21201

410-223-2222
www.brhp.org

Quality Control Analyst

THE OPPORTUNITY

The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.

BRHP seeks a Quality Control Analyst who focuses on building organizational wide precision using tools such as client satisfaction check-ins, document review, and correction follow-up. The Quality Control Analyst must support BRHP's mission, vision, and values in an effort to ensure the quality and accuracy of various communications in accordance with its purpose. Conducting all job functions according to BRHP's Administrative Plan, Housing and Urban Development (HUD) regulations, the Thompson settlement agreement, and other state and local requirements, the position requires someone that has the ability to serve as an organization-wide leader and demonstrate competencies and values of BRHP.

SUMMARY

The position duties include a wide range of activities related to conducting quality control on applicant and participant files including determining whether applicant and/or participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher (HCV) operations were processed correctly using written administrative policies and procedures. Additional duties include examining metrics and client outcomes related to housing mobility counseling. The position requires full accountability



for an assigned case load including maintaining accurate and complete files, correctly documenting errors and ensuring complete quality control checks of assigned files.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct general supervision of a Supervisor. The Quality Control Analyst exercises no supervision over other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by the Quality Control Analyst. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Review applicant and participant files for accuracy
- Document and tracks errors by type and Rental Assistance Associates
- Communicate file errors to Rental Assistance Associates and HCV Supervisors
- Identify error patterns and recommends strategies for improvement
- Assist with compliance audits
- Coordinate with BRHP HCV team members in responding to file errors or concerns
- Maintain accurate and complete applicant/participant files and produces quality control reports
- Gather evidence and prepare cases to present at hearings concerning denials and termination of assistance
- Investigate accounts to determine validity of payments, termination, or reimbursement payments and explain HUD regulations and contract terms to property owners and tenants.
- Keep up with and interpret BRHP policies and procedures, and HUD regulations

- Provide excellent customer service to participants, landlords, co-workers, clients, and vendors
- Conduct all job functions in alignment with the BRHP Administrative Plan, HUD regulations and other state and local requirements
- Obtain certification in Housing Choice Voucher Specialist within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

QUALIFICATIONS

- Bachelor's degree from a regionally accredited institution in Social Work, Counseling, Psychology, Social Science, Accounting, Business Administration, Public Policy, or a closely related field
- 1 year of public agency or related experience in social service or community service field
- Valid Maryland driver's license and automobile insurance required

PREFERRED QUALIFICATIONS

- Prior experience working with a Housing Choice Voucher program or other affordable housing or HUD program
- Knowledge of Microsoft Office, SharePoint, and Yardi software

GENERAL REQUIREMENTS

- Honesty and integrity
- Professional behavior and respect for colleagues, clients, and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Strong work ethic
- Ability to work in a fast-paced, team environment

- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population

REQUIRED KNOWLEDGE AND SKILLS

- Ability to effectively review records and reports to ensure accuracy
- Ability to interpret and implement regulations pertaining to efficient quality controls
- Excellent interpersonal, analytical, strategic, organizational and communication skills
- Meticulous attention to detail
- Ability to gain thorough knowledge of BRHP's policies and procedures
- Ability to act as a representative of Baltimore Regional Housing Partnership to the public

HOW TO APPLY

- Submit a cover letter tailored to the Quality Control Analyst opportunity and resume to resumes@brhp.org
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time, Non-Exempt
- Salary: \$47,000-\$53,000 annually
- Proof of vaccination is required