

Magnolia Todd

Housing Services Specialist II

📞 (757) 555-2964 ✉ magnolia.todd@example.com

🌐 linkedin.com/example/magnoliatodd 📍 Norfolk, VA 23507

STRENGTHS

- 🗨️ **Client Guidance**
Families received clear next steps during orientations, especially when rules or documentation felt difficult to follow.
- ⚖️ **Regulatory Judgment**
Complex eligibility questions were resolved through careful rule review, sound calculations, and records that supported decisions.
- 📅 **Caseload Control**
Daily records stayed organized through deadline tracking, exception review, and practical checks before submission.
- 🤝 **Partner Service**
Landlords, agencies, and service providers received timely answers, and difficult housing issues moved forward.
- ♥️ **Ethical Practice**
Confidential information received respectful handling, with fair housing and due process kept visible in each action.
- 🔍 **Steady Problem Solving**
When a record did not match source documents, careful research usually revealed a fix before it affected a family.

SKILLS

Eligibility determination

Housing orientations

Caseload management

Regulatory interpretation

Mathematical computations

Reasonable accommodations

Fair housing

Portability coordination

SUMMARY

Housing services professional with six years of experience administering **rental assistance**, occupancy, eligibility, recertification, and client service for low and moderate income households. Manages complex caseloads across Housing Choice Voucher, **project based**, RAD PBV, VASH, EHV, and HOME TBRA programs while applying **federal regulations**, fair housing practices, confidentiality standards, and accurate benefit calculations. Conducts applicant and participant interviews, verifies household information, interprets program requirements, prepares notices, coordinates moves and portability, supports hearings and reasonable accommodation requests, and maintains audit ready records. Communicates clearly with families, landlords, property partners, agencies, and service providers. Uses database quality control and HUD reporting practices to protect data accuracy and program integrity. Brings practical human services experience and a steady commitment to **housing stability**, ethical conduct, and self sufficiency.

EXPERIENCE

Senior Housing Program Specialist

Tidewater Housing Partnership 📅 February 2024 to Present 📍 Norfolk, VA

Leads occupancy and ongoing assistance administration for HCV, PBV, and RAD PBV households. Supports program integrity through accurate calculations, regulatory documentation, hearings, portability coordination, database review, and coaching for newer specialists.

- Managed HCV, PBV, and **RAD PBV occupancy** actions within regulatory deadlines.
- Reconciled income, assets, deductions, and household data before assistance determinations.
- Translated **federal** rules, portability, **fair housing**, and accommodations during orientations.
- Coordinated moves and **portability** with families, landlords, and receiving agencies.
- Prepared hearing files with citations, calculations, notices, and accommodation history.
- Audited HUD reports, corrected **database discrepancies**, and coached specialists on confidentiality.

Housing Services Specialist

Blue Ridge Community Housing Network 📅 June 2022 to January 2024 📍 Roanoke, VA

Administered tenant based and project based rental assistance for low income households. Balanced eligibility actions, customer service, landlord communication, referrals, reasonable accommodation reviews, hearing preparation, and **audit ready** caseload management.

- Administered **tenant based** and project based assistance across active household **caseloads**.
- Processed annual and interim actions using verified documents and program calculations.
- Resolved participant and landlord questions about assistance, **moves**, and obligations.
- Coordinated VASH and EHV **referrals** with service partners addressing household barriers.
- Reviewed accommodation and hearing files for completeness and due process.
- Ran exception **reports**, researched inconsistencies, and corrected records before review.

Housing and Human Services Coordinator

Commonwealth Family Stability Center 📅 August 2020 to May 2022 📍 Charlottesville, VA

Provided housing focused **human services** for families facing affordability challenges. Combined **eligibility** screening, resource referrals, landlord outreach, confidential case documentation, and follow up coordination that supported stability and later transition into program administration.

- Screened households for **rental assistance** using income and family information.
- Connected clients with housing, benefits, employment, and supportive service referrals.
- Tracked confidential records, follow up tasks, documents, and decision deadlines.
- Communicated with property managers and agencies about documentation and tenancy issues.
- Preserved client privacy during landlord outreach and partner coordination.
- Built working knowledge of **HCV**, **project based** assistance, and LIHTC properties.

Client counseling

Database quality control

HUD reporting Landlord relations

Human services referrals

Confidentiality Customer service

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

0
MONTHS

Resident Services Assistant

River City Property Services 📅 June 2020 to July 2020 📍 Richmond, VA

Supported resident services at mixed income communities under supervision. Organized applications, referrals, resident communications, source documents, and property system entries while protecting household information and routing decisions to authorized staff.

- Organized housing inquiries, application documents, and referral information under supervision.
- Reviewed incoming forms and routed **eligibility** documents to property staff.
- Answered resident questions about appointments, documentation, resources, and processes.
- Entered resident contacts and service information into property systems.
- Coordinated referrals for food, utilities, transportation, and **housing stability**.
- Protected household information during resident and partner communications.

PROJECTS

Portability and Move Coordination 📅 2024

Coordinated documentation, notices, timelines, and partner communication for household moves and portability requests across housing programs. Clear guidance helped families and receiving agencies act with confidence.

Caseload Quality Review 📅 2023

Reviewed database records, exception reports, calculations, and supporting documents before management and HUD reporting. Corrections strengthened audit readiness and protected accurate assistance decisions.

LEADERSHIP & AWARDS

- Senior Specialist Recognition, Tidewater Housing Partnership, 2025
- Service Excellence Recognition, Blue Ridge Community Housing Network, 2023
- Peer Coaching Leadership, Tidewater Housing Partnership, 2025

EDUCATION

Bachelor's Degree in Public Administration

Old Dominion University 🎓 GPA: 3.5 📅 2020 📍 Norfolk, VA

Coursework: Public policy, human services administration, housing policy, organizational management

CERTIFICATIONS

- Housing Choice Voucher Specialist Certification 📅 2022
- Fair Housing and Reasonable Accommodation Training 📅 2023

TECHNICAL SKILLS

- **Housing Programs:** HCV, PBV, RAD PBV, VASH
- **Rental Assistance:** EHV, HOME TBRA, state assistance
- **Eligibility Operations:** Eligibility review, recertification, interim actions
- **Occupancy Administration:** Occupancy, admissions, annual reviews
- **Client Services:** Interviews, counseling, orientations
- **Compliance Practices:** Federal regulations, fair housing, due process
- **Move Coordination:** Moves, portability, notices
- **Accommodation Support:** Reasonable accommodations, hearing support, referrals
- **Data Management:** Database validation, data entry, discrepancy correction
- **Reporting Systems:** HUD reporting, exception reports, audit preparation
- **Housing Finance:** Low Income Housing Tax Credits, rent assistance, benefit calculations
- **Stakeholder Relations:** Landlords, public agencies, private agencies

PROFESSIONAL AFFILIATIONS

- National Association of Housing and Redevelopment Officials member
- Virginia housing services professional network participant

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST