

## **ASSISTANT DIRECTOR OF HOUSING: COMPLIANCE**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight of the Santa Clara County Housing Authority (Agency) Housing Department's Compliance Division. Makes recommendations to ensure that Agency affordable housing and housing programs processes are in compliance with all regulatory requirements; fosters cooperative working relationships and coordinates assigned activities with other Agency departments, regulatory and other agencies, and the public; provides highly responsible and complex professional assistance to the Deputy Executive Director of Housing in areas of expertise; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Deputy Executive Director of Housing (Deputy Executive Director). Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a senior management classification that oversees, directs, and participates in all activities of the Housing Department, including short and long-term planning and development and administration of division policies, procedures, and services. This class helps the Deputy Executive Director in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of the housing programs administered by the Agency and public policies, Agency functions and activities, and the ability to develop, oversee, and implement the Agency's housing compliance programs and activities. Responsibilities include coordinating the activities of the division with those of other divisions and departments and outside agencies and managing and overseeing the complex and varied functions of the division. The incumbent is accountable for accomplishing division planning and operational goals and objectives and for furthering Agency goals and objectives within general policy guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assumes full management responsibility for all programs, services, and activities, in the Compliance Division, within the Housing Department.
- Directly or through subordinates oversees the formulation of lease-up projections, the development of compliance procedures and quality control initiatives, the planning and execution of audits and file reviews, the implementation of corrective actions for program errors and the clean-up of compliance-related data.
- Oversees program compliance and adherence to contractual obligations for the agency's affordable housing portfolio, and Section 8 regulatory compliance; conducts annual audits of affordable housing tenant files and inspections, explains and enforces program policies, procedures, and regulations to staff and property managers; follows up on non-compliance issues as necessary.
- Manages, plans, directs and coordinates agency activities and processes related to the Voucher Management System (VMS), Enterprise Income Verification (EIV), Public and Indian Housing Information Center (PIC) databases, and serves as the Agency lead with HUD/OIG program related audits and fraud allegation investigations.
- Ensures compliance through processes which include quality assurance, auditing, file review, efficiency/service delivery, software administration, preventative and ad hoc reporting, and regularly reports on the results of the Agency's Quality Assurance efforts to the General Counsel and Executive Management.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the assigned division; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's and division's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.

- Selects, trains, motivates, and directs division's personnel; evaluates and reviews work for acceptability and conformance with division standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Oversees the development of implementation strategies for operational improvement and program advancement, and internal mechanisms for the continuing review of programs administered by staff; generates, develops or recommends reporting systems that ensure housing program staff accurately captures both qualitative and quantitative programmatic data, HUD reporting requirements, and other required reports for internal control and/or for external reporting and compliance.
- Ensures adequate controls are implemented and that all programs and services are of the highest quality by providing administrative oversight to an internal quality assurance process based on the Agency's mission, philosophy, and the outcome standards of the Agency; oversees various external and internal audit processes and ensures administered programs are in compliance with mandated guidelines, rules, regulations, and procedures.
- Ensures compliance with local, state, and federal housing discrimination laws, including conducting regular self-assessment to ensure compliance with the Federal Fair Housing Act, Section 504, Limited English Proficiency, California Fair Employment and Housing Act, other applicable rules, and regulations. Regularly reviews Agency's publications and marketing plan to ensure that they include non-discrimination statements with all the necessary protected classes and various outreach mechanisms to remove housing barriers. Continually monitors program activities, services, and provides annual staff training to ensure all participants are given an equal opportunity to participate in the program without discrimination based on the protected classes.
- Ensures compliance with the Section 3 program under the Housing and Urban Development Act of 1968. Oversees the submittal of the annual Section 3 HUD form 60002 to the Section 3 Performance Evaluation and Registry System (SPEARS). Continually monitors program activities, services, and provides staff training to ensure that employment and other economic opportunities generated by certain HUD financial assistance opportunities, to the greatest extent possible, are afforded to low- and very low-income persons, especially recipients of government assistance for housing, and to businesses that provide economic opportunities to low- and very low-income persons.
- Monitors Agency's contracts to ensure compliance with the prevailing local wage and fringe benefits requirements in accordance with the Davis-Bacon and Related Acts (40 USC §3141 et seq.; 29 CFR Parts 1, 3, 5, 6 and 7).
- Conducts regular division and one-on-one meetings with staff to discuss current and future projects and activities; presents and resolves various issues and problems; provides guidance to staff on various work processes.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director.
- Attends senior management meetings; attends and participates in professional group meetings and participates on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of housing programs and prepares and presents staff reports and other necessary correspondence.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in social services, or behavioral sciences, public or business administration or related field; and seven (7) years of experience including government assistance program administration and evaluation, internal compliance audits/quality control reviews, and five (5) years of supervisory experience. Master's degree preferred.

**Licenses and Certifications:**

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Budget development and Agency-wide administrative practices related to the functions of the assigned area.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

**Ability to:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned division and program areas.
- Provide administrative and professional leadership and direction for the department and the Agency.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer a variety of administrative programs and activities.
- Conduct effective negotiations and effectively represent the Agency and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS**

Work is performed in an office environment and in the field. The office environment requires the mobility to work in a standard office setting and use standard office equipment, including a computer, vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; duties of this class may be performed in an environment with occasional exposure to various odors/fragrances. Employees also work in the field and may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, rough terrains, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.