

DIRECTOR OF HOUSING

DEFINITION

Under administrative direction, leads, manages, and directs the Housing Department at the Santa Clara County Housing Authority (Agency); provides highly responsible and complex management support to the Deputy Executive Director of Housing, and Deputy Executive Director in executing the long-term vision for the Agency; provides leadership to the department to enable division heads to effectively and efficiently maximize available resources; ensures quality services to stakeholders, and clients; coordinates assigned activities with government officials, outside agencies, and the public; fosters cooperative working relationships among Agency departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional support to the Deputy Executive Director of Housing and Deputy Executive Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Deputy Executive Director of Housing or Deputy Executive Director. The work provides for a wide variety of independent decision-making, within legal mandates, general policy and regulations. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is an executive management classification in which the incumbent oversees, directs, and participates in all activities of the Housing Department's programs and services, including short- and long-term planning, policy and program development and administration, program compliance, training and outreach, and implementing all Agency programs. The incumbent regularly interacts with the Deputy Executive Director of Housing and the Deputy Executive Director, the Agency Board, and division heads in managing and coordinating projects and programs. Successful performance of the work requires knowledge of housing programs and Agency functions, including the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities among all Agency departments and managing and overseeing the complex and varied programs, projects, and activities of the assigned function. The incumbent is accountable for accomplishing Agency-wide planning and operational 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.

- Plans, organizes, leads, and directs the services and activities of the Housing Department and all of its programs, activities, and services including accounting, financial management and reporting, budget, audit, and treasury functions.
- Participates on the Executive Management team on the implementation of the strategic vision including fostering and cultivating stakeholder relationships on city, state, and national levels, as well as assisting in identifying new funding opportunities and drafting of prospective programmatic budgets and determining cost effectiveness of prospective service delivery.
- Implements directives and policies from the Board, Deputy Executive Director of Housing, the Deputy Executive Director and Executive Director; provides guidance and direction to division heads to coordinate and direct programs and projects; meets with division heads to identify and resolve organizational and operational problems; ensures the successful operation of programs and projects.
- Contributes to the overall quality of the Agency's service provision by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; 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; provides training and outreach services
- Directs and coordinates the preparation of analyses and recommendations regarding policy issues and long-range plans to address Agency service and operational needs; advises the Deputy Executive Director of Housing and Deputy Executive Director regarding policy issues, programs, and projects to meet community and client needs.

- Coordinates the development and administration of the department's budget; assists with budget forecasting; reviews and controls programs and projects to ensure cost effectiveness; monitors compliance with budget parameters and general financial policies.
- Develops the department's strategic plan and implements the goals, objectives, projects, policies, and priorities for each assigned service area; establishes, within Agency policy, appropriate service and staffing levels.
- Directs all department services and activities, including Section 8 programs, affordable housing development, public housing, resident services, and asset management; oversees the coordination of activities with Agency departments, other agencies, organizations, and the public.
- Oversees the asset management team in the management, leasing and acquisition of property and land for the Agency, limited partnerships and affiliate entities; maintains and complies with federal and state real estate and housing laws.
- Leads internal efforts relative to Moving-to-Work (MTW) activities, plans, reports and policy alternatives; advises Executive Management on the alignment of innovative housing programs to the Agency's strategic plan; ensures that the agency is positioned to use its regulatory flexibility to the maximum extent possible; engages legal and other counsel as appropriate to advise the agency on MTW matters.
- Ensures adequate controls are installed and that substantiating documentation is approved and available; leads and coordinates various external and internal audit processes, and ensures housing programs are in compliance with mandated guidelines, rules, regulations and procedures through inter department management; develops and maintains systems of internal controls to safeguard program and financial compliance and ensures adherence to HUD policies, procedures, regulations and guidelines, and compliance with various applicable city, state and federal rules and regulations.
- Reviews and executes highly complex documents, including real estate transactions, legal agreements, contracts, bond and loan documents, and other legal documents that bind the Agency and/or Authority.
- Provides direction on labor management and relations issues.
- Represents the Agency in meetings with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations; may act as an Agency liaison with the media.
- Conducts a variety of Agency-wide organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates on and makes presentations to the Housing Agency, Housing Authority Board, and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing development and affordable housing programs, operations, and other types of public services as they relate to the area of assignment.
- Monitors changes in laws, regulations, and technology that may affect Agency or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Deputy Executive Director of Housing and Deputy Executive Director.
- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as acting Deputy Executive Director of Housing in his/her absence.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A master's degree from an accredited college or university with major coursework in business or public administration, finance, planning, social work, or a related field and ten (10) years of progressively responsible executive or management experience in program planning, development, and implementation in areas related to assigned Agency responsibilities or in management of a moderate sized public organization or major functional/operational unit, including seven (7) years in a supervisory capacity.

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.
- Theory, principles, practices, and techniques of organization design and development, public administration, financial management, and long-range planning as they apply to a complex public housing/affordable housing development agency.
- Public agency budgetary, contract administration, grants management, and Agency-wide administrative practices related to the functions of the assigned area.
- 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, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations issues associated with the management of Agency programs.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and the public.
- 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 Agency and assigned areas.
- Work cooperatively with, provide staff support to, and implement the policies of the Deputy Executive Director of Housing, Deputy Executive Director, Executive Director and Board.
- Provide leadership and direction to all divisions of the Housing Department.
- Prepare and administer large and complex budgets; allocate resources in a cost effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, technical, and office support staff; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of programs and administrative activities.
- Conduct effective negotiations and effectively represent the Agency 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

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. 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 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 exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.