

HOUSING COMPLIANCE COORDINATOR

DEFINITION

Under general supervision, coordinates, monitors, and participates in quality assurance activities for the Housing Department of the Santa Clara County Housing Authority (Agency); coordinates and participates in the investigation of cases of alleged program violation, fraud, or abuse; schedules, conducts and audits subsidized unit inspections to ensure Housing Quality Standards (HQS) are met; serves as a liaison with various agencies in scheduling and coordinating informal hearings; represents the Agency to government and regulatory agencies and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housing Compliance Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level classification that coordinates quality assurance activities, including, investigating cases of suspected program violation, fraud, or abuse, and preparing cases for hearings before independent hearing officers. Incumbents in this class oversee and conduct rental unit QC inspections to ensure compliance with HQS standards. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility and contact with the public. Successful performance of the work requires an extensive professional background as well as ability to coordinate the work of the assigned functions with that of all Agency departments and outside agencies. The Housing Compliance Coordinator is distinguished from the Program Compliance Analyst in that the latter performs highly responsible duties related to policy development and programmatic initiatives.

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.

- Conducts the Department's quality assurance activities, which may require evening or weekend hours; including auditing case files, running preventative quality control reports, monitoring program performance and ensuring compliance with applicable rules, regulations, agency policies and performance metrics.
- Receives and processes alleged program violation, fraud, or abuse cases from a variety of sources including: Agency staff, Agency Fraud Hotline or correspondence, representatives of governmental agencies, or the public.
- Advises staff on the interpretation and application of program regulations, policies, and procedures, to the facts and circumstances of cases under review, and on the uses of investigative sources, procedures, and practices as needed to resolve case issues.
- Assesses cases and determines whether an investigation will be conducted, based on the nature and verifiability of allegations and credibility of sources; conducts investigations, which may require evening or weekend hours, to determine whether violation of program rules and regulations has occurred; conducts interviews and case conferences; calculates overpayments and establishes formal repayment agreements in restitution for minor infractions or in extenuating circumstances; issues *Notice of Intent to Terminate* to terminate program participation in accordance with established policies and procedures.
- Completes recertification process for confidential participant files.
- Reviews results of investigations conducted for thoroughness and completeness in addressing the allegations of violation, fraud, or abuse; approves or recommends to supervisor actions for the appropriate resolution of cases; sits in on case conferences when warranted by case issues; ensures cases scheduled for hearings are fully prepared and all required notifications given.
- Coordinates hearings and prepares hearing packets, including narrative reports describing the alleged violation and supporting evidence with comprehensive documentation of the client's history and all facts developed through investigation; represents the Agency in hearings conducted by independent hearing officers; presents the Agency's case and questions witnesses.
- Follows up on hearing officer's decision, including mailing termination notices and suppressing payments to property owners; responds to contacts from clients, property owners, informants, representatives of other governmental agencies, legal counsel for clients, Agency staff, and others; documents procedural errors and other problems in case files and returns them to Housing Program Supervisors for follow-up action.

- Processes subpoenas received for the assigned case; researches and collects information related to subpoena for legal counsel review; represents the Agency in court and signs declarations.
- Ensures that all case and file documentation procedures are fully and completely followed.
- Maintains and documents files regarding all actions taken; prepares statistical and technical reports as required.
- Interprets and applies program regulations, laws, and procedures and assists in the formulation of new procedures based on new or changing laws; conducts trainings as needed.
- Represents the Agency with residents, landlords, clients, property management firms, and social service agencies; acts as the Agency representative regarding the status and intended actions on cases.
- Schedules and conducts audit unit inspections, which may require evening or weekend hours, to ensure compliance with HQS. Reviews and audits related paperwork, such as self-certification of corrected repair items submitted by owners and tenants, and uses electronic equipment to enter/review inspection results; downloads documents to computer system and mails out required documents to the appropriate parties.
- Responds to and/or mediate escalated client, resident, and/or landlord questions, concerns, complaints, and issues; explains program requirements, operations, and procedures, promote the SSCHA programs and provide guidance to owners to improve customer service.
- Prepares a variety of correspondence, reports, and other written materials.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An Associate degree with major coursework in sociology, social work, business administration, public administration, or a related field and three (3) years of progressively responsible experience in the investigation of cases of alleged program violation, fraud, or abuse and the preparation of cases for hearings. Bachelor'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:

- Agency administrative regulations, policies, and procedures governing rental assistance programs.
- Accepted case management practices and procedures.
- Principles, practices, and techniques in conducting investigations and documenting findings for use in administrative proceedings, and conducting administrative hearings.
- Conflict resolution and mediation skills.
- Property management practices related to lease agreements, landlord/tenant relations, and eviction proceedings.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including Department of Housing and Urban Development's rules and regulations.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Technical report writing and preparation of correspondence.
- Principles and procedures of record-keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the Agency in contacts with government 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, clients, landlords, and Agency staff.

Ability to:

- Conduct research on a wide variety of program topics related to quality assurance.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Respond to and/or mediate complaints or inquiries from clients, citizens, staff, and outside organizations.
- Prepare and maintain accurate and complete records; prepare clear and concise technical reports.
- Make accurate mathematical and statistical computations.
- Effectively represent the division and the Agency in administrative hearings and meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Operate modern office equipment including computer equipment and applications.
- 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.
- 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; 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.