

HOUSING POLICY MANAGER

DEFINITION

Under general direction, administers, manages, organizes, and monitors the formulation of the Santa Clara County Housing Authority's (Agency) policies, Moving to Work (MTW) Plan and Report for the administration of the Section 8 Housing Choice Voucher Program and affordable housing programs; manages the effective use of program and project resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Director of Housing Policy & Training and Outreach; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Housing Policy & Training and Outreach. Exercises general and direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a mid-management classification in which the incumbent manages, coordinates, monitors, and evaluates the day-to-day activities in the assigned team within the Housing Department. Responsibilities include the formulation of internal policies, MTW Plan and Report to administer the Section 8 Housing Choice Voucher Program and affordable housing programs administered by the Agency. The incumbent is responsible for developing policies in support of business goals involving significant accountability and decision-making responsibility. This class is distinguished from the Assistant Director of Housing Policy & Training and Outreach in that the latter has overall responsibility for developing, and interpreting public policy, and overseeing the Agency's Policy and Training and Outreach Programs.

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.

- Manages, plans, directs and coordinates, through subordinate supervisors, the Team's work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Assistant Director of Housing Policy & Training and Outreach.
- Researches and analyzes new federal and state housing program regulations; works with staff in the development and implementation of proposed Agency policies, and programs; leads the development of the Administrative Plan and MTW Plan and Report; recommends and initiates changes needed in Agency's policies, procedures or work plans, and implements changes in existing federal and state programs, and prepares and makes presentations to the Executive Management team and the Board of Commissioners, or other governing boards as directed.
- Develops Agency policies for responding to and addressing issues which arise related to governmental and interagency relations and legislative issues.
- Analyzes legislation and initiatives for potential impact on services and operations; coordinates Agency response to, or implementation of, legislation of ballot initiatives passed by voters.
- Assists in managing and participates in the development and administration of the unit'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.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Assistant Director of Housing Policy & Training and Outreach; directs the implementation of improvements.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.

- Serves as a liaison for the department with other Agency departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to the Agency, committees, and task forces; participates in community events and workshops that provide public information regarding departmental programs, projects, and services.
- Represents the division to other Agency departments, elected officials, and outside agencies; explains and interprets programs, policies, and activities.
- Conducts a variety of organizational and operational studies and research; recommends modifications to programs, policies and procedures as appropriate.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Agency or division/team operations; implements policy and procedural changes as required.
- 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, business, public administration, or a closely related field, and five (5) years of progressively responsible experience in public administration, research and analysis of complex housing policy issues; writing program-related policies and procedures; compiling and analyzing complex data sets; drafting reports clearly explaining policy-driven issues and making recommendations regarding how to address those issues; develop housing assistance programs; facilitating meetings and conducting presentations as well as programmatic responsibility, and three (3) of which were in a supervisory capacity.

Licenses and Certifications:

None.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.
- Public agency budgetary, contract administration, administrative practices, and general principles of risk management 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; principles and practices of public agency administration.
- Principles and practices of subsidized housing, and property and asset management.
- Methods, materials, and techniques used in the research and planning of related programs and projects.
- 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.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment and computer applications.
- English usage, grammar, spelling, vocabulary, 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:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Assist in preparing and administering large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret and apply Federal, State, and local policies, procedures, laws, and regulations.
- Select, 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 special projects with contractual agreements and ensure compliance with stipulations.
- Effectively administer a variety of housing/property management programs and administrative activities.
- Conduct effective negotiations and effectively represent the Agency and the assigned division 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; 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.