

## **HOUSING PROGRAMS MANAGER**

### **DEFINITION**

Under general direction, administers, manages, organizes, and monitors housing programs within the Housing Department of the Santa Clara County Housing Authority (Agency) either directly or through subordinate levels of supervision; develops and implements strategic plans and overall business objectives for the assigned 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: Federal Programs; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Director of Housing: Federal Programs. Exercises general and direct supervision over professional, technical, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a mid-management classification that manages, monitors, and evaluates directly or through subordinate supervisory staff the day-to-day activities in the assigned Teams/Group in the Agency. The Housing Programs Manager is responsible for the administration of several programs administered by the Agency, including the Section 8 Housing Choice Voucher Program, will oversee and supervise the processes and activities of assigned teams and groups, which may include waiting list administration, initial eligibility, unit inspections, continued eligibility, occupancy, special programs, community services programs, customer service and/or other programs. The incumbent is responsible for implementing policies and procedures in support of business goals involving significant accountability and decision-making responsibility. This class is distinguished from the Assistant Director of Housing: Federal Programs in that the latter has overall responsibility for all housing programs, projects, and activities, and for implementing, and interpreting public policy.

### **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 Department'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 – Federal Programs.
- Assists in managing and participates in the development and administration of the assigned 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.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and reviews with the Assistant Director of Housing; directs the implementation of improvements.
- Ensures compliance which includes quality assurance, auditing, file review, efficiency/service delivery, software administration and ad-hoc reporting.
- Audits prepayment batches for each check-run; identifies errors, anomalies, and variances, and coordinates with employees to correct and reprocess transactions; coordinates with other managers to ensure the Department completes the audit in time, and notifies the Director or Assistant Director of Housing: Federal Programs cancel or approve prepayment batches.
- Assists with research and analysis of Federal and State housing program regulations; works with the Housing Policy and Training and Outreach Unit and other assigned staff, in the development and implementation of proposed local Agency policies and procedures, and submit to management for review and approval.

- Negotiates program contracts and agreements; coordinates with operations staff to determine needs and requirements for contractual services.
- Assists in the bid invitation and solicitation process; participates on review panels; ensures legal and contractual provisions are included to protect the Agency's interests; ensures contractor compliance with contractual provisions
- Represents the Agency in small claims court, as needed.
- 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 investigations; recommends modifications to programs, policies and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of housing programs and workforce development.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Agency or divisional 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 or behavioral sciences, business, public administration, or a closely related field and five (5) years of progressively responsible experience the administration of housing programs or other social service programs in a government or non-profit agency, 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 housing and property management.
- Methods, materials, and techniques used in the 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, apply, and ensure compliance with 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 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.