

## **HOUSING PROGRAMS SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of support staff assigned to rental assistance and affordable housing programs within the Housing Department of the Santa Clara County Housing Authority (Agency), including case management, eligibility determination, and other technical and program support functions; ensures effective program administration and technical compliance with all applicable Federal, State, local, Agency, and program regulations, policies, procedures, and requirements; fosters cooperative working relationships among Agency departments and acts as a liaison with various community, public, and regulatory agencies; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Housing Programs Manager or Assistant Director of Housing. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the housing programs series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, involving frequent contact with the public. This class is distinguished from the Housing Programs Manager in that the latter has overall responsibility and oversight of all housing programs and services.

### **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, assigns, supervises, and reviews the work of assigned staff; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development and implements discipline and termination procedures.
- Ensures compliance with all applicable regulations, standards, policies and procedures; develops and implements internal mechanisms for the continuing review of programs administered by the Team; recommends improvements and modifications and prepares various reports on program activities and projects.
- Assists in developing and implementing goals, objectives, policies, procedures, work standards, and administrative control systems for an assigned rental assistance and affordable housing program or functional area, such as Section 8 Program eligibility, leasing, occupancy, and/or rental increases.
- Determines and recommends staffing needs for assigned program activities and projects; maintains a variety of records and prepares routine reports of work performance.
- Responds to escalated client, resident, and/or landlord questions, concerns, complaints, and issues; explains program requirements, operations, and procedures.
- Assists with the testing and implementation of housing software systems and applications that are used for processing program transactions, and other systems such as owner's portal, tenant's portals, and waitlist applications.
- Supervises program eligibility and annual recertification processes and other case management functions; reviews work and conducts periodic quality control audits to ensure eligibility determinations and rent subsidy calculations are performed accurately and in compliance with applicable regulations, policies, and procedures.
- Oversees, conducts, and responds to requests for administrative reviews of staff determinations; issues and/or approves Notices of Intended Action regarding termination or denial of program assistance.
- Conducts and documents the results of lease violation and conflict resolution meetings with program participants; makes determinations and issues *Notices of Intent* to terminate leases or issues Official Warning as a result of lease violation issues, up to and including termination of participant's assistance; reviews preliminary investigations performed by staff and refers cases of suspected program violation or fraud, when warranted, to Housing Compliance Team.
- Participates on a variety of interdisciplinary committees and agencies and represents the Agency to a variety of community, government, and regulatory agencies and stakeholder groups; conducts workshops, forums, and training sessions for staff as needed; provides professional and technical expertise to the community.
- Provides recommendations towards the development and implementation of training programs to ensure high level of staff competency.

- Supervises and participates in review and approval of property owner rents and requests for rent adjustments in compliance with rent reasonableness requirement; approves staff's recommendation for termination of participant's assistance; supervises case preparation for hearings; applies appropriate analytical practices and techniques in documenting findings for use in administrative proceedings; supervises and participates in the development and implementation of policies and procedures to carry out the mission and responsibilities of the Agency in a consistent, fair, and unbiased manner.
- May participate in the development of the Administrative Plan and Moving to Work (MTW) Plan and Report and recommend and initiate changes needed in Agency policies, procedures or work plans and implements required changes in existing federal and state programs.
- Responds to facility and resident emergencies and crisis situations.
- 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 work or behavioral sciences, business administration, public administration, or a related field or other social service program within government or non-profit agency and four (4) years of progressively responsible experience in the administration of housing programs, including two (2) years of lead or supervisory experience.

### **Licenses and Certifications:**

None.

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Agency administrative regulations, policies, and procedures governing rental assistance program.
- Eligibility, recertification, and case management practices and procedures.
- Principles, practices, and techniques in conducting investigations, documenting findings for use in administrative proceedings, and conducting administrative hearings.
- Conflict resolution and mediation skills.
- Applicable Federal, State, and local laws, codes, regulations, and departmental policies, technical processes, and procedures.
- Research, statistical, analytical, and reporting methods, techniques, and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles of business letter writing and record-keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

### **Ability to:**

- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Oversee and perform specialized and technical eligibility and case management work.
- 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.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- 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.
- Compose correspondence and reports independently or from brief instructions.

- Make accurate arithmetic, financial, and statistical computations.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and other software applications programs.
- 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 movement 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.