

## **ASSISTANT DIRECTOR OF HOUSING: POLICY, TRAINING AND OUTREACH**

### **DEFINITION**

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight of the Santa Clara County Housing Authority (Agency) Policy, Training and Outreach Division within the Housing Department including housing policy development, program development, and training and outreach functions; fosters cooperative working relationships and coordinates assigned activities with other Housing Authority (Agency) departments, regulatory and other agencies, and the public; provides highly responsible and complex professional assistance to the Director of Housing in areas of expertise; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director of Housing. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a senior management classification that oversees, directs, and participates in all activities of the Policy, Training and Outreach Division within the Housing Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Director of Housing in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of federal, state and local programs regulations, public policy, Agency functions and activities related to housing policy, program development, training, and outreach functions. Incumbent develops, oversees, and implements the activities of the division with those of other departments and outside agencies and manages and oversees the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Agency 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.*

- Assumes full management responsibility for all of the Policy, Training and Outreach Division's programs, services, and activities, including developing housing policy, program development, and training and outreach functions.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the division; establishes, within Agency policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the 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.
- Selects, trains, motivates, and directs division personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the division's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Agency needs; continuously 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.
- Creates and participates in the development and implementation of Department program goals, objectives, policies, priorities, the Administrative Plan and Moving to Work (MTW) Plan and Report; through subordinate staff, oversees the collection of data for the MTW Plan and Report and recommends and initiates changes needed in Agency's policies, procedures or work plans and recommends corrective action to improve operations and reduce cost; implements changes in existing federal and state programs.

- Oversees the development of changes in governing policies and procedures and initiates and recommends more efficient and effective results for review and approval.
- Develops a comprehensive system to track and evaluate appropriate indicators related to the impact of Moving to Work (MTW) initiatives, policy development and implementation, and strategic goals. Continuously monitor and evaluate performance of these initiatives and strategies.
- Conducts regular divisional and one-on-one meetings with staff to discuss current and future projects and activities; presents and resolves various issues and problems; provides guidance to staff on various work processes.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Housing.
- Attends senior management meetings; attends and participates in professional group meetings and participates on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of housing programs and services and prepares and presents staff reports and other necessary correspondence.
- 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, public or business administration or related field; and seven (7) years of experience including government assistance program administration and evaluation, internal compliance audits/quality control reviews, and five (5) years of supervisory experience. Master'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:**

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Budget development and Agency-wide administrative practices related to the functions of the assigned area.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of Section 8 Housing Choice Voucher Program programs administered by the Agency and their rules, regulations, requirements, and guidelines; health, safety, sanitation, and structural factors involved in residential housing; local housing market conditions.
- Applicable federal, state, and local laws and Agency resolutions, policies, and procedures relevant to assigned area of responsibility, including Department of Housing and Urban Development's Housing Quality Standards.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment and computer applications.
- English usage, spelling, vocabulary, grammar, 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:**

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the division and assigned program areas.

- Provide administrative and professional leadership and direction for the department and the Agency.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply, and explain federal, state, and local laws and regulations, and policies, procedures, and practices.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, 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 a variety of administrative programs and activities.
- Conduct effective negotiations and effectively represent the Agency and the department 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 occasional 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.